

CHILD SUPPORT SPECIALIST I

DEFINITION

Under supervision, to learn the application of Federal, State, and local codes, procedures, and rules to obtaining current and delinquent child support payments; to learn methods for establishing cases for investigation; to learn procedures for arranging payment agreements; to provide information and resolve problems in response to inquiries and complaints; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the entry, training and first working level in the Child Support Specialist class series. Incumbents work under relatively close supervision learning to evaluate delinquent and non-paying support cases, disputed paternity cases, and welfare reimbursement cases. Initial assignments usually involve the initial case establishment, client interview, and acquisition of needed legal and the other background materials. As an incumbent becomes familiar with case evaluation and processing methods and procedures, they may be given more independent responsibilities. Promotion to the Child Support Specialist II is contingent on assignment to the full range of case management duties and demonstration of performance of such duties.

REPORTS TO

Director of Child Support Services

CLASSIFICATIONS DIRECTLY SUPERVISED

None.

CHILD SUPPORT SPECIALIST I - 2

EXAMPLES OF DUTIES

- Learns to apply Federal, State, and local codes, procedures, and rules in establishing and processing child support services cases.
- Learns to develop and analyze information for the establishment of paternity and payment requirements.
- Learns to prepare legal documents for the processing of cases.
- Ensures that case files are ready for Court hearings and actions.
- Learns to use a variety of methods and procedures for locating absent parents.
- Interviews witnesses and others regarding child support services cases.
- Contacts other agencies in locating parents and obtaining child support.
- Learns to negotiate settlements for child support payment.
- Learns to take appropriate action to deal with uncooperative parents.
- Learns to contact and use a variety of resources in the development and gathering of information.
- May appear in court as needed.
- Operates office equipment and computers.
- Performs office and administrative support work.
- Calculates payment levels.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in office and court room environments; continuous contact with staff and the public.

CHILDSUPPORT SPECIALIST I - 3

DESIRABLE QUALIFICATIONS

Knowledge of:

- Modern office practices, methods, and procedures.
- Financial and statistical record keeping.
- Interviewing techniques.

Ability to:

- Learn and apply laws, rules, and regulations governing the identification of parents and parental responsibility for child support.
- Learn to perform a wide range of child support services functions.
- Initiate procedures for the identification of parents and establishing liability for child support obligations.
- Gather and analyze case information, developing appropriate recommendations for case resolution.
- Provide a variety of support for legal and investigative staff.
- Prepare clear, concise, and comprehensive reports.
- Prepare financial and statistical data.
- Deal tactfully and courteously with people from a variety of cultural and ethnic backgrounds.
- Effectively represent the Child Support Services Department in contacts with the public, other County staff, and other law enforcement agencies.
- Establish and maintain cooperative working relationships.

Training and Experience: Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

One year of experience performing interviewing, office support, and a wide variety of public contact work.

Special Requirements: Must possess a valid license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment.