

CHILD SUPPORT SPECIALIST III

DEFINITION

Under general direction, to provide work coordination and lead direction for other Child Support Specialist; to perform the most difficult and complex Child Support Specialist assignments; to develop information and establish cases for the collection of current and delinquent child support payments; to interpret and apply Child Support codes, laws, and regulations; to negotiate agreements for the settlement of payments owed; to provide information and resolve problems in response to inquiries and complaints; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey and lead direction class in the Child Support Specialist class series. Incumbents provide some work coordination and lead direction for other Family Support Officer positions. In addition, they perform the full range of Child Support Specialist assignments and functions.

REPORTS TO

Director of Child Support Services

CLASSIFICATIONS DIRECTLY SUPERVISED

Lead Worker for Child Support Specialist I and II and office support positions.

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EXAMPLES OF DUTIES

- Provides lead direction and work coordination for other Child Support Specialist.
- Provides some training for new employees.
- Serves as a technical resource for other staff.
- Develops and maintains statistics for the preparation of Federal and State reports.
- Interprets and applies Federal, State, and local codes, procedures, and rules in establishing and processing child support cases.
- Develops and analyzes information for the establishment of paternity and payment requirements.
- Develops recommendations for resolving cases.
- Prepares legal documents for the processing of cases.
- Ensures that case files are ready for Court hearings and actions.
- Uses a variety of methods and procedures for locating absent parents.
- Interviews witnesses and others regarding child support cases.
- Contacts other agencies in locating parents and obtaining child support.
- Reviews and monitors child support payment accounts to ensure compliance.
- Negotiates settlements for child support payment.
- Takes appropriate action to deal with uncooperative parents.
- Contacts and uses a variety of resources in the development and gathering of information.
- Appears in court as needed.
- Operates office equipment and computers.
- Performs office and administrative support work.
- Calculates payment levels.
- Serves as Director of Child Support Services when delegated.

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.

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DESIRABLE QUALIFICATIONS

Knowledge of:

- Government codes, laws, regulations, policies, and procedures for establishing paternity and collecting child support monies.
- Sources of information for establishing paternity and locating parents.
- Development of information and evidence for prosecution of child support cases.
- Legal terminology, legal documents, and court procedures.
- Modern office practices, methods, and procedures.
- Financial and statistical recordkeeping.
- Interviewing techniques.
- Principles of lead direction, training, and work coordination.

Ability to:

- Provide lead direction and work coordination for an assigned group of Child Support Specialist.
- Interpret and apply laws, rules, and regulations governing the identification of parents and establishing parental responsibility for child support.
- Perform a wide range of child support services functions and case management with minimal guidance and supervision.
- Develop and maintain data for the preparation of required Federal and State reports.
- 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.

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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:

Two (2) years of experience performing work assignments similar to those of a Child Support Specialist II with Plumas County.

Special Requirements: Must possess a valid driver's 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.