

CHILD SUPPORT SPECIALIST III

DEFINITION

Under limited supervision, the Child Support Specialist III performs a wide variety of child support duties involving the more difficult and/or sensitive cases; performs special assignments; maintains a caseload; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

The Child Support Specialist III is the advanced journey level in the Child Support Specialist series. Incumbents act as the lead-worker to a group of child support staff, and/or exercise detailed subject matter knowledge of a specific program area or specialized system inherent to the operations of the department.

Positions in this class differ from those in the class of Child Support Specialist II by the assignment of complex, sensitive or confidential cases requiring advanced technical skills. Incumbents may act in a lead capacity, may provide training to lower level Child Support Specialists and may participate in special projects such as audits and/or quality control reviews.

REPORTS TO

Director of Child Support Services or Assistant 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

- Analyzes and evaluates the more difficult and sensitive cases.
- Coordinates appointments for personal interviews with custodial and non-custodial parents, employers, and attorneys
- Coordinates and/or conducts genetic tests when needed.
- Uses a variety of methods and procedures for locating absent parents.
- Develops and analyzes information for the establishment of paternity.
- Evaluates income and expense data of custodial and non-custodial parents to determine and recommend child support payment obligations based on established guidelines
- Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action
- Assists or acts as a primary resource to Child Support Attorney.
- Attends court hearings to obtain payments and to testify to financial or case matters.
- Prepares and processes legal documents necessary for
- Provides guidance to Child Support Specialists as a technical expert.
- Assigns and coordinates work performed by lower level Child Support Specialists.
- Reviews lower level cases for quality control, audit, and/or training purposes.
- Researches, develops, and conducts group and/or one-on-one training for new and existing staff.
- Acts as the supervisor for administrative purposes in the supervisor's absence.
- Uses a variety of methods, systems and procedures for locating absent parents, including contacting other agencies, utilizing databases and web-based searches.
- May perform State mandated functions, including but not limited to: ombudsperson, customer and community outreach, quality assurance and program improvement, training, Fair Hearing Officer, and/or media relations.
- Performs related duties as assigned.

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 courtroom environments; continuous contact with staff and the public.

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DESIRABLE QUALIFICATIONS

Knowledge of:

- Civil and criminal law, and Federal and California laws and regulations pertaining to the establishment and enforcement of child support obligations.
- Effective investigative principles, research, techniques, and procedures to obtain information for child support cases.
- Sources, methods and techniques used to locate non-custodial parents, relatives and related persons, assets, income, and liabilities
- Techniques and methods for establishing paternity.
- Child Support specific collection methods and techniques.
- Legal terminology used when explaining legal procedures to customers or the public.
- When and how to prepare and process a variety of child support related legal documents in a clear and concise manner.

Ability to:

- Apply specialized Federal child support laws and procedures as they apply to intergovernmental and international cases
- Explain child support procedures, regulations, and requirements to individuals from a wide variety of educational and cultural backgrounds.
- Use effective interviewing techniques to interview a wide variety of people, over the telephone and in person
- Use patience, tact and courtesy in firmly dealing with people who may be uncooperative, unreasonable, angry, upset, or hostile
- Use sound independent judgment to analyze factual information, situations, and people
- Understand financial records such as tax records, income and expense reports, and employer earnings records to determine the amount of child support payment obligations.
- Compile multiple pieces of information clearly and concisely into an organized and understandable written report or oral presentation
- Organize work and set priorities in order to meet critical deadlines with minimal direction
- Exercise initiative within the limits of assigned duties
- Be flexible and supportive of change.
- Assist and train newly assigned staff.
- Plan, organize, and prioritize the work of others in order to meet critical deadlines on multiple tasks.
- Maintain the confidentiality of sensitive or personal information.
- Promote harmony, good morale, establish rapport and maintain effective working relationships with coworkers, courts, attorneys, other agencies, and the public.
- Effectively use computer and other resources to prepare and manage cases.

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Training and Experience:

One (1) year of experience performing work assignments similar to those of a Child Support Specialist II in a state or local government agency.

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. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Some positions may require possession of special language proficiency as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

Must pass a Department of Justice (DOJ) background check as required under IRS Publication 1075 as a condition of employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.