



**TITLE: CHILD SUPPORT SPECIALIST I/II/III**

**FLSA: Non-Exempt**

**BOARD APPROVED:**

**BARGAINING UNIT: Misc.**

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### **DEFINITION**

Performs a wide variety of child support duties consisting of maintaining a caseload, locating and interviewing custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support obligations and enforcing child support laws; arranges for support payments when possible; prepares cases for court hearings as necessary; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives supervision from the Child Support Supervisor. In the absence of the Child Support Supervisor, may receive limited supervision from the Child Support Specialist IV.

### **CLASS CHARACTERISTICS**

Positions in this classification series are flexibly staffed. This is a multi-level professional classification series in which incumbents may be assigned to either of the three (3) levels, depending upon experience, proficiency gained, and the complexity of assigned functions. Progression to a higher level will be a criteria-based promotion. When work duties have been mastered, sound work habits and excellent conduct demonstrated, and other requirements met such as performance standards, an incumbent may be promoted by the department to the next level in the series.

Child Support Specialist I: Working under close supervision, the Child Support Specialist I is the entry/trainee level in the Child Support Specialist series. Employees in this class receive in-depth training, and are given detailed instructions in the performance of duties related to child support laws, regulations, and a broad range of child support casework activities. This classification is provided close oversight. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised.

Child Support Specialist II: Working under general supervision, the Child Support Specialist II is the journey level in the Child Support Specialist series. Employees at this level are expected to perform a broad range of child support casework from intake to establishment, enforcement, and case closure. Within legal requirements and departmental policies and procedures, incumbents operate with independence and must exercise discretion and judgment in evaluating cases and determining the level of support and the methods of enforcement. The Child Support Specialist II differs from the higher class of Child Support Specialist III in that the latter is the advanced journey level

**Child Support Specialist III:** Working under limited supervision, the Child Support Specialist III is the advanced-journey level in the Child Support Specialist series. Incumbents may provide training to lower-level Child Support Specialists, may participate in special projects, and may 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 knowledge of policies & procedures affiliated with case management resulting in the ability to accomplish work independently and accurately, service as a Subject Matter Expert, and assignment of complex, sensitive or confidential cases requiring advanced technical skills. The Child Support Specialist III may provide lead worker assistance in the absence of the Child Support Specialist IV. The Child Support Specialist III differs from the next higher class of Child Support Specialist IV in that the latter serves as a lead worker of a unit of Child Support Specialists and may perform limited supervision in the absence of the Child Support Supervisor.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

#### **Child Support Specialist I/II:**

- Manages a general caseload consisting of child support legal actions and the establishment, enforcement and collection of child support payment obligations based on established guidelines.
- Coordinates and conducts interviews with multiple parties (e.g., custodial parent, non-custodial parent, witnesses, employers, attorneys) to obtain and/or verify child support case information.
- Develops and analyzes information for the establishment of paternity (e.g., genetic tests).
- Locates absent parents' assets, income, and liabilities using a variety of methods and tools (e.g., contacting other agencies, databases, web searches).
- Evaluates income and expense data of custodial and non-custodial parents to determine and recommend child support payment obligations based on established guidelines.
- Responds to general inquiries and explains general child support laws, court orders, rules, regulations, and policies to public and staff.
- Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.
- Prepares and processes legal documents necessary for the establishment, collection, and enforcement of child support obligations
- Documents and updates customer information, contact information, case actions/history logs, and records using a state-wide automated system.
- Provides case status information, explains the complaint resolution process, and answers case specific questions for all involved parties ensuring the verbiage used cannot be interpreted as legal advice.
- Applies federal, state, and local codes, procedures, and rules in establishing and processing child support cases.
- Coordinates and/or conducts genetic tests when needed.
- Performs related duties as assigned.

#### **Child Support Specialist III:**

*In addition to the above:*

- Analyzes and evaluates the more difficult and sensitive Child Support cases.
- Attends court hearings to obtain payments and to testify to financial or case matters.
- Serves as a Subject Matter Expert (SME).

- May act as lead trainer for lower-level case management staff under direction of a Child Support Specialist IV or Child Support Supervisor.
- May serve as Court Assistant; research case data in statewide case management system, run guideline calculations, and assist Child Support Attorney.

## **QUALIFICATIONS**

### **Knowledge of:**

#### **Child Support Specialist I:**

- The structure and content of the English language including the meaning and spellings of words, rules of composition, and grammar.
- Basic mathematics and business arithmetic, including addition, subtraction, multiplication, division, fractions, percentages, and decimals with the use of a calculator.

#### **Child Support Specialist II:**

*In addition to the above:*

- Civil and criminal law, and Federal and California laws and regulations pertaining to the establishment, and enforcement of child support obligations
- 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
- The structure and content of the English language
- Basic mathematics and business arithmetic, including addition, subtraction, multiplication, division, fractions, percentages, and decimals
- Methods to terminate or deescalate interactions with hostile individuals.
- Effective investigative principles, research, techniques, and procedures to obtain information for child support cases

#### **Child Support Specialist III:**

*In addition to the above:*

- Child Support Specialist II position duties, policies, and procedures, to the extent there is mastery and ability to serve as a Subject Matter Expert
- Effective collection strategies, efficient workload management techniques, excellent customer service skills, and legal document preparation skills which promotes independence and less oversight

### **Ability to:**

#### **Child Support Specialist I/II:**

- 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
- Collect DNA samples to establish paternity
- 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
- 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.
- Be flexible and supportive of change
- Ability to prioritize multiple assignments having conflicting deadlines
- Effectively use computer and other resources to prepare and manage cases

**Child Support Specialist III:**

*In addition to the above:*

- Assist and train newly hired staff Assist or act as a primary resource to a Child Support Attorney
- Serve as a Subject Matter Expert (SME).

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade

**Child Support Specialist I:**

- Pattern 1: Two (2) years of full-time clerical experience which included interaction with the public;

**OR**

- Pattern 2: One year of full-time experience performing debt collections duties which included interviewing others for the purpose of collecting information

**OR**

- Pattern 3: One year of full-time experience performing duties comparable to a Child Support Assistant I or Office Assistant II in a Child Support Services Department

**OR**

- Pattern 4: Completion of 60 semester or 90 quarter units of college

**Child Support Specialist II:**

- One (1) year of full-time experience performing duties comparable to a Child Support Specialist I in a state or local government agency

**Child Support Specialist III:**

- Two (2) years of full-time experience performing duties comparable to a Child Support Specialist II in a state or local government agency

**License and Special Requirements:**

- Possession of, or ability to obtain and maintain, a valid California Class C driver's license and a satisfactory driving record is required. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis

### **PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to constantly move about on foot and to lift, carry, reach, push, and pull materials and objects, up to 30 pounds, as necessary to perform job functions.

### **WORKING CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. May be exposed to dust, scents and fumes. While establishing and enforcing child support orders, employees may interact with parents upset about their child support case. Employees may be asked to meet with incarcerated parents at the Tehama County Jail or the Day Reporting Center to solicit information regarding their child support case or to conduct genetic testing.

**EQUAL OPPORTUNITY EMPLOYER/AMERICANS WITH DISABILITIES ACT  
COMPLIANT/VETERANS' PREFERENCE POLICY/DRUG-FREE WORKPLACE**