



TITLE: CHILD SUPPORT SPECIALIST IV

FLSA: Non-Exempt

BOARD APPROVED:

BARGAINING UNIT: Misc.

DEFINITION

Under limited supervision, the Child Support Specialist IV performs a wide variety of child support duties involving the most difficult and sensitive cases; acts in a lead capacity by training, reviewing, assigning, and directing the work of subordinate staff; acts in the supervisor's absence, assists with low-level administrative functions, and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from the Child Support Supervisor. Acts as the supervisor for administrative purposes in the supervisor's absence.

CLASS CHARACTERISTICS

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

Positions in this class differ from those in the class of Child Support Specialist III by the assignment of the most complex, sensitive, and confidential cases requiring extremely advanced technical skills. Incumbents act in a lead capacity, provide training to lower-level Child Support Specialists and participate in complex special projects such as audits and/or quality control reviews. Child Support Specialist IV is also responsible to act in the supervisor's absence.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

- Analyzes and evaluates the more complex and sensitive Child Support cases.
- 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 using a variety of methods and tools (e.g., contacting other agencies, databases, web searches).
- Reviews parental financial income and expense data (e.g., child support payments, expenses, income, ability to pay) to determine support requirements; explains the process by which support is determined to custodial and non-custodial parents.

- Participates as a supporting party in meetings to secure support agreements and payments.
- 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 the establishment and enforcement of child support obligations.
- 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.
- Performs functions such as Ombudsperson. May also perform functions such as safety officer assistant, quality assurance and program improvement, back up for financial work or Legal Clerk.
- 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.
- Responsible for the preparation of Requests for Foreign Orders, notices regarding payment of support, Notice of Motions for Judgement, and Family Law Court calendar review and processing.
- May assist in Information Security IRS Audit preparations, conduct internal information security practice audits and assist staff in understanding IRS Publication 1075 requirements.
- May serve as a technology Subject Matter Expert (SME) and liaison with California Department of Child Support Services (DCSS) Information Technology.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Civil and criminal law, and Federal and California laws and regulations pertaining to the establishment and enforcement of child support obligations
- Basic and 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
- Structure and content of the English language including the meaning and spellings of words, rules of composition, and grammar

Ability to:

- Understand financial records such as tax records, income and expense reports, and employer earnings records to determine the amount of child support payment obligations.

- Perform calculations involving basic math (e.g., adding and subtracting; working with percentages and fractions) with the use of a calculator.
- Effectively use computer and other resources to prepare and manage cases.
- Use computer software/database systems (e.g., web based, CSE) to perform work tasks.
- 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.
- Exercise patience, courtesy and tact during interactions with uncooperative and/or hostile people and other stressful situations.
- Use sound independent judgment to analyze factual information, situations, and people.
- 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 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.

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 (12th) grade
- One (1) year of full-time experience performing duties comparable to a Child Support Specialist III or Child Support Specialist IV in a state or local government agency

OR

- Three (3) 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**