

**MENDOCINO COUNTY GOVERNMENT  
CLASS SPECIFICATION**

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<b>CLASS TITLE:</b>	<b>DIRECTOR OF CHILD SUPPORT SERVICES</b>	<b>CLASS CODE:</b>
<b>0133</b>		
<b>DEPARTMENT:</b>	<b>CHILD SUPPORT SERVICES</b>	<b>FLSA STATUS: E</b>
<b>REPORTS TO:</b>	<b>COUNTY ADMINISTRATIVE OFFICER</b>	<b>DATE: 02/00</b>
		<b>EXEMPT FROM CIVIL SERVICE</b>

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**JOB SUMMARY AND DISTINGUISHING FEATURES:**

Under policy direction of the State Department of Child Support Services, the Board of Supervisors, and administrative direction of the County Administrative Officer, this position will plan, organize, direct and review the activities and operations of the Department of Child Support Services; coordinate assigned activities with other departments and outside agencies; and provide highly responsible and complex administrative support to the County Administrative Officer. This Department Head level position is at-will; and is exempt from Civil Service.

**ESSENTIAL JOB FUNCTIONS:** (All responsibilities may not be performed by all incumbents.)

Carries out management responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

Develop, plan and implement Department goals and objectives; recommend and administer policies and procedures.

Coordinate Department activities with those of other departments and outside agencies and organizations; provide staff assistance to the County Administrative Officer and Board of Supervisors.

Direct, oversee and participate in the development and administration of the Department's work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Supervise and participate in the development and administration of the Department budget; direct the forecast of funds needed for staffing, equipment, materials and supplies; monitor and approve expenditures; implement mid-year adjustments.

Select, train, motivate and evaluate personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures; maintain discipline and high standards necessary for the efficient and professional operation of the Department.

Represent the Department to outside groups and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports and studies; prepare written correspondence as necessary.

Build and maintain positive working relationships with co-workers, other County employees and the public using principles of good customer service.

Perform related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

General Office Equipment                      Computers

**MINIMUM QUALIFICATIONS REQUIRED:**

### **Education and Experience:**

Education equivalent to a bachelor's degree from an accredited college or university in business or public administration, psychology/sociology or related discipline; or,

Four years experience performing duties in a public agency of which two years were in a senior level administrative or management position; or,

Any combination of education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

### **Desirable Qualifications:**

Responsible supervisory, administrative, or managerial experience relating to the planning, organizing and directing of various functions of a local child support agency.

A law degree is not required, although candidates who possess a law degree or are members of the state bar may be eligible for appointment.

### **Licenses and Certifications:**

Possession of, or ability to obtain a valid driver's license. A driving test may be administered by the County, and proof of insurance is required.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

#### **Knowledge of:**

Principles and practices of leadership, motivation, team building and conflict resolution preferably in a child support program.

Pertinent local, State and Federal laws, rules and regulations related to child support.

Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.

Principles and practices of organization, administration and personnel management.

Principles and practices of budget preparation and administration.

Principles of supervision, training and performance evaluation.

Managing automation efforts including the direction of systems development, maintenance, operational efforts and hardware and software inventory.

#### **Skill in:**

Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.

Selecting and motivating staff and providing for their training and professional development.

Preparing clear and concise reports, correspondence and other written materials.

Using tact, discretion, initiative and independent judgment within established guidelines.

Analyzing and resolving office administrative situations and problems.

Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.

Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.

Communicating clearly and effectively, both orally and in writing.

**Ability to:**

Plan, direct and control the administration and operations of the Child Support Services Department.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve Department related issues; remember various rules; and explain and interpret policy.

Develop and implement Department policies and procedures.

Analyze and implement program mandates.

Gain cooperation through discussion and persuasion.

Successfully develop, control and administer departmental budget and expenditures.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Interpret and apply County policies, procedures, rules and regulations.

Communicate clearly and concisely, both orally and in writing.

Supervise, train and evaluate assigned personnel.

Establish and maintain effective working relationships with those contacted in the course of work including diverse interest groups including advocacy groups and other governmental organizations.

While performing the essential functions of this job the employee is regularly required to sit at a desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk, perform simple grasping and fine manipulation; use telephone and communicate through written means.

While performing the essential functions of this job the employee is occasionally required to stand, walk, and lift and/or move up to 30 pounds.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet.

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This class specification should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when

possible.