

CHILD SUPPORT SPECIALIST I

CLASSIFICATION DEFINITION

Under close supervision, the Child Support Specialist I learns to perform a wide variety of child support duties consisting of maintaining a caseload, interviewing custodial and non-custodial parents and others to elicit factual information, determining support obligations and calculating support payments; assists in preparing cases for court hearings as necessary; and performs related work as required.

This is the entry/trainee level class in the Child Support Specialist series. Incumbents in this class learn child support laws, regulations, and procedures and acquire the skills to perform a broad range of child support casework activities. As incumbents acquire knowledge and skills, they carry out their assignments with greater independence. Incumbents are expected to promote to the full journey level of Child Support Specialist II after one year of satisfactory performance at the I level.

TYPICAL DUTIES

- Participates in and independently conducts interviews with custodial and non-custodial parents, witnesses, family members, representatives from law enforcement agencies, and attorneys to obtain statements and gather information for locating absent parents and determining financial status.
- Assists and independently reviews court documents and responsible party's financial condition to determine payment obligation.
- Arranges for and/or conducts paternity tests.
- Evaluates income and expense data of non-custodial parent to determine support capability.
- Explains general legal requirements and the calculation of support payments to non-custodial parents and other involved parties.
- Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.
- Learns procedures for preparing legal documents for court filing, assists attorneys in preparing cases, and may testify in court.
- Learns to process, then independently processes, such legal actions as property liens, wage assignments, writs of execution, orders of examination, and contempt actions pertaining to the enforcement of child support.
- Accesses computerized databases and maintains computerized files.
- Responds to general inquiries from the public.
- Provides case status information and assists in explaining child support statutes, regulations, and procedures to custodial and non-custodial parents.
- May assist in field investigations of cases.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Knowledge of:

- Basic interviewing techniques.
- English usage, grammar, and spelling.
- Basic arithmetic.
- Use of computer terminals and basic data input and retrieval mechanisms.

Ability to:

- Read, understand, and apply Federal and California child support laws and regulations.
- Research and extract factual information.
- Elicit information from hostile and/or uncooperative individuals.
- Learn child support enforcement and collection methods.
- Learn legal criteria for establishing paternity.
- Analyze situations and factual information and take effective action.
- Maintain confidentiality.
- Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds.
- Perform basic arithmetic calculations.
- Prepare complete and concise oral and written reports.
- Exercise tact, diplomacy, and flexibility.
- Establish and maintain effective working relationships.
- Operate computer equipment.
- Learn computer databases and programs common to child support enforcement activities.

MINIMUM QUALIFICATIONS (Education and Experience):

A. Two (2) years of clerical experience involving extensive public contact;

OR

B. Completion of 60 semester or 90 quarter units of college.

DRIVER LICENSE REQUIREMENT

Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. 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.

