

CHILD SUPPORT CUSTOMER SERVICE REPRESENTATIVE

Definition:

Under direct supervision, acts as a first line of service for child support customers, including custodial parents, non-custodial parents, Department staff, attorneys, employers and others acting on behalf of Kern County's families and children. Verifies case data, identifies and determines solutions and documents all contact in a high volume, public contact environment.

Distinguishing Characteristics

This is the entry level of the Child Support Customer Service Representative series. At each successive level, incumbents are able to respond to more complex inquiries requiring knowledge of child support policies and procedures. The Child Support Customer Service Representative is distinguished from the Senior Child Support Customer Service Representative in that the latter deals primarily with custodial and non-custodial parents to establish, enforce, and collect child support obligations through caseload management. The Child Support Customer Service Representative series is distinguished from the Office Services series in that incumbents in the latter classifications perform general clerical work, whereas the Child Support Customer Service Representative series requires incumbents to apply technical knowledge of the child support program to gather information through interviews or other methods as required.

Essential Functions:

- Responds to a high volume of inquiries from child support customers by using available resources.
- Identifies and assists in finding solutions to any problems the child support customer may have.
- Refers cases to the Senior Child Support Customer Service Representatives for action, as appropriate.
- Verifies existing case data on the automated system to ensure correct case processing.
- Conducts outbound telephone calls as assigned.
- Explains action or non-action regarding a customer's case.
- Uses established customer service practices to resolve complaints.
- Educates and directs the customer to available programs, services and resources that promote self-sufficiency.

- Documents all inquiries and responses according to defined procedures.
- Contributes to the Department's productivity goals and completes appropriate follow-up work as needed.

Other Functions:

- Performs other duties of similar nature or level as required.

Employment Standards:

High School Diploma, G.E.D. or equivalent and two years of experience working in a high-volume customer service environment resolving customer concerns; or an equivalent combination of education and experience sufficient to obtain the knowledge and skill to successfully perform the essential duties of the job.

Knowledge of: customer service principles; standard office procedures, methods, and equipment; techniques for dealing with challenging situations with the public, in person and/or over the telephone; automated computer systems and a working knowledge of word processing software; proper spoken and written business English.

Ability to: listen and understand information presented by customers; perform multiple tasks simultaneously; interpret, apply and explain complex rules, policies and procedures in a timely manner; communicate information so that customers understand; apply general rules to specific problems to produce answers; communicate effectively orally and in writing; use computers and related software applications.

A background check may be conducted for this classification.

All Kern County employees are designated "Disaster Service Workers" through state and local laws (CA Government Code Sec.3100-3109 and Ordinance Code Title 2-Administration, Ch. 2.66 Emergency Services). As Disaster Service Workers, all County employees are expected to remain at work, or to report for work as soon as practicable, following a significant emergency or disaster.