

SUPERVISING CHILD SUPPORT SPECIALIST

Definition:

Under direction from management, supervises a unit within the Department of Child Support Services that is responsible for work related to the establishment and enforcement of paternity, child support and medical support orders. This position is responsible for organizing, directing, and supervising the daily operations of an assigned team; trains subordinate employees and ensures compliance with all laws and regulations pertaining to child support. Ensures the proper collection, distribution, and disbursement of funds.

Distinguishing Characteristics

This is the supervisory level of Child Support Specialist series and requires knowledge in all phases of the operation of the Kern County Department of Child Support Services. Incumbents serve as line supervisors over Child Support Specialist and support staff and report directly to the Department of Child Support Services Program Manager. Incumbents are primarily responsible for reviewing and coordinating the work of subordinates, acting as a technical resource for subordinate and management staff and performing the most complex duties and assignments.

Essential Functions:

- Plans, organizes and delegates activities to subordinate staff.
- Demonstrates the ability to coach, mentor, and train staff to enhance performance and production.
- Communicates effectively with all levels of the Department in a positive, non-judgmental and constructive manner.
- Continuously seeks opportunities to improve the quality of practice, policy and service delivery to customers.
- Reviews and monitors employee work for customer service, accuracy and performance; evaluates training needs.
- Sets and develops measurable individual goals and expectations.
- Ensures that practice, policy and services provided by the unit are customer-centered and quality focused.
- Creates, implements and monitors action plans to maximize available resources to accomplish work objectives.
- Demonstrates the use of effective decision-making techniques that promote an appropriate and ethical resolution to problems.
- Participates in the selection of new employees; counsels employees, as needed; takes disciplinary action when appropriate; and completes performance evaluations within specified timelines.
- Interprets and complies with all county, state, and federal laws and regulations and Department policies pertaining to child support functions; ensures that staff are compliant with these regulations and policies.
- Demonstrates proficient, technical knowledge of the Child Support Enforcement System and other computer programs used to locate, establish, or enforce child support orders.
- Performs research on a variety of topics, analyzes data, and prepares comprehensible recommendations based on findings.
- Demonstrates the ability to monitor track and analyze the daily and monthly production of staff to support meeting established goals and objectives.

- Prepares and maintains statistical reports and their supporting documentation.
- Travels to provide child support services in various locations throughout the County.
- Performs other job-related duties as required.

Employment Standards:

Three (3) years of experience equivalent to Child Support Specialist II in the Kern County classification system.

OR

One (1) year of experience equivalent to Senior Child Support Specialist in the Kern County classification system.

OR

Two (2) years of experience equivalent to a Child Support Specialist II and one year of supervisory experience in the public, private or non-profit sector which involves substantial application of laws or regulations in the performance of work.

Possession of a valid California Motor Vehicle Driver's License.

Knowledge of: basic principles of supervision and training; the principles and techniques of interviewing, investigation, collecting payments, and casework management; researching and applying; the laws, rules, and regulations pertaining to the child; various software programs utilized by the Department of Child Support Services; customer service relations techniques; state and federal performance measures pertaining to Child Support Services; the employee performance review process and progressive discipline procedures.

Ability to: exercise independent judgment; serve as a Department resource and liaison; plan, assign, supervise and monitor necessary work processes and related procedures and assess possible impacts to the department; organize and prioritize work assignments; draw logical conclusions and make appropriate recommendations or adjustments on the basis of laws, rules, and regulations; adapt to multiple and changing priorities; negotiate and collect delinquent payments; interview and obtain information; speak and write effectively; deal tactfully and professionally with members of the public, Department staff, professionals, and representatives of other county departments; coach, mentor and train other employees involved in child support activities. 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.

Revised

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Jsl286 (Former Title: Supervising Family Support Specialist)