

CHILD SUPPORT SPECIALIST I

Definition:

Under close supervision, learns to accurately apply regulations governing the child support program. Learns techniques and methods of effective communication to conduct interviews for the purpose of establishing child support obligations and enforcing child support laws.

Distinguishing Characteristics

This is the trainee level of the Child Support Specialist series. Incumbents in this classification learn to interview case participants concerning paternity determination, child support obligations and to enforce and collect child support. Incumbents in this classification will learn about the laws, regulations and procedures governing the child support program to acquire the skills to initiate and continue child support services through on-the-job training and classroom instruction. In addition, closely supervised practical experience will be obtained under the auspices of a Supervising Child Support Specialist/designated trainer.

Employees that successfully complete a 12-month probationary period will be promoted to Child Support Specialist II.

Essential Functions:

- Interviews case participants and other persons concerning child support matters.
- Educates customers on the benefits of child support program requirements and options.
- Obtains statements, documents and other fact-giving material pertaining to child support matters then evaluates and locates resources.
- Verifies information by in-house investigation, through computerized resources, personal interviews, telephone or form letters, contact with other agencies or institutions.
- Determines and performs necessary actions to locate custodial and non-custodial parents and their assets.
- Analyzes child support cases to ensure compliance with current federal and state laws and guidelines.
- Uses an automated system to enter, edit, and maintain case data, along with the generation of necessary forms.
- Reviews enforcement action with Supervising Child Support Specialist/designated trainer through preparation of a variety of legal documents.
- Initiates appropriate civil and criminal actions; serves subpoenas and legal documents.
- Responds to inquiries from case participants, attorneys, employers or other agencies by composing correspondence, preliminary reports and case summaries.
- Calculates, negotiates and obtains support orders.
- Initiates reciprocal actions with other state agencies and with participating foreign countries to obtain financial support.
- Reviews cases for compliance with child support orders.
- Identifies cases requiring complex or unusual action and consults with Supervising Child Support Specialist/designated trainer.
- Enforces child support orders by utilizing debt collection techniques.

- Conducts case orientation with case participants and explains child support guidelines and explains child support calculations.
- Assists the Child Support Attorney in hearings.
- Assists in various forms of outreach; travels to provide child support services in various locations throughout the County.
- Explains and calculates arrears utilizing child support automated system.
- Meets department goals and State performance standards.
- Performs other related duties as required.

Employment Standards:

Bachelor's degree from an accredited college or university.

OR

Completion of 60 semester units or 90 quarter units from an accredited college or university AND two (2) years of experience in a business or agency which has involved substantial application of laws or regulations in the performance of work, such as a child support program, family law practice, collection agency, or a federal/state assistance agency.

OR

Four (4) years of experience in a business or agency which has involved substantial application of laws or regulations in the performance of the work, such as a child support program, family law practice, collection agency, or a federal/state assistance agency.

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

Knowledge of: effective interview and debt collection techniques; federal and state child support laws and regulations; legal criteria for establishing paternity; child support enforcement procedures.

Ability to: communicate effectively both orally and in writing; maintain related records; analyze data and perform arithmetic calculations, evaluate case information and take appropriate action in accordance with established guidelines; use a computer in performing tasks; learn terminology and processes related to child support laws and regulations; exercise initiative within the limits of assigned duties; and maintain confidentiality.

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

July 2019

1294

Js1294 (Former Title: Child Support Officer I/II/III)