

**COUNTY OF SOLANO**  
**CLASS SPECIFICATION**  
**CHILD SUPPORT SPECIALIST (ENTRY)**

**CLASS SUMMARY:**

Under close supervision, incumbents in the class of Child Support Specialist (Entry) learn to conduct case assessments and investigations; conducts interviews with custodial and/or non-custodial parents and others to elicit factual information, determines support obligations and calculate support payments; assists in preparing cases for court hearings; enforces support orders. Employees may be promoted from the entry level to the journey level without further examination in flexibly staffed classes. Incumbents of this class should demonstrate necessary knowledge and abilities to be promoted to Child Support Specialist within eighteen (18) months of appointment.

**DISTINGUISHING CHARACTERISTICS:**

This is the entry level class in the Child Support Specialist series. Incumbents in this class learn and apply 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 analyze information, initiate legal actions, participate in the settlement of cases and prepare clear, concise reports.

This class is distinguished from the:

- **Child Support Specialist**, which is fully proficient in the specific laws, policies, civil and criminal procedures and processes required to establish or enforce a child support case, manage a larger and more complex caseload, and assist with one-on-one training.

**SUPERVISION RECEIVED AND EXERCISED:**

- Supervision is provided by a Child Support Specialist (Supervising).
- Technical and functional oversight is provided by a Child Support Specialist (Senior).
- No supervision is exercised over others.

**ESSENTIAL DUTIES:** *This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.*

- Interviews 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;
  - ensure that forms and applications for child support payments are complete and accurate; and
  - explains general legal requirements and the calculation of support payments to non-custodial parents and other involved parties.
- Learns and implements practices and procedures in regard to the contacting of non-custodial parents to:

- advise them of their child support obligations;
  - obtain financial declarations; and
  - learn and apply proper procedures necessary to establish the amount of child support payment based on financial status of absent parents.
- Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.
  - Informs the Health and Social Services Department of non-cooperative custodial parents; learns to prepare cases for civil or criminal prosecution within the standards set forth by statute and case law; and protects the constitutional rights of the absent parent and the rights of the custodial parents and child.
  - Learns to and applies federal, state and local laws, ordinances, rules and procedures in order to secure current and delinquent child support payments; establishes paternity, child support, and medical coverage through legal action; conducts individual case assessments; provides customer services to clients; conduct investigations to obtain factual information; and generates legal documents and performs mathematical calculations.
  - Follows practices and procedures to locate absent parents by making verbal or written inquiries of various agencies and business firms in order to locate the whereabouts of absent parents; contacting friends or relatives of custodial parents or absent parents to determine the validity of information obtained or to gain additional information regarding the whereabouts of the absent parent.
  - Learns and applies proper procedures in order to monitor support payment records to ensure that the responsible party is in compliance with court order; learns proper practices and procedures which are utilized when default occurs including the preparation of civil actions under direction of a Child Support Attorney; initiates delinquent notices to the responsible party when necessary in order to secure continued support payments; serves legal documents where appropriate.
  - Completes necessary accounting instructions to initiate support accounting processes; initiates accounting instructions to change support payments in accordance with modification of court orders; prepares and maintains forms, applications, case files, and other necessary records; generates legal documents related to child support, paternity, and medical support orders; serves court documents.
  - Maintains professional knowledge in applicable areas and keeps abreast of changes in job-related rules, statutes, laws and new business trends; makes recommendations for the implementation of changes; reads and interprets professional literature; attends training programs, workshops and seminars as appropriate.
  - Attends offsite meetings and trainings as required.
  - Performs other duties of a similar nature or level as assigned.

**EDUCATION AND EXPERIENCE:**

**Education:** Completion of 15 semester or 22.5 quarter units from an accredited college or university preferably in Sociology, Social Work, Business, Public Administration, Liberal Arts, Paralegal, Criminal Justice or other related courses.

**AND**

**Experience:** Two years of paid clerical experience involving extensive public contact  
**OR** one year of experience as a Child Support Assistant or comparable class in another agency.

**LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:**

- Applicants may be required to possess a valid California Driver's License, Class C.

**Note:** All licenses, certificates and registrations must be kept current while employed in this class.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

**Knowledge of:**

- Methods and techniques used in interviewing individuals to discover information pertinent to the establishment of responsibility for child support payments, location and financial status of the responsible party.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- The use of sources to research assets and obligations.
- Financial record keeping procedures.
- Standard office procedures, practices, equipment, personal computers, and software.
- Methods and techniques used to locate individuals.
- Basic mathematics, techniques and methods used in collections.
- Common legal terminology, documents and procedures used to enforce payment of funds.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and utilizes appropriate terminology for written communications such as business correspondence and narrative reports.

**Skill and/or Ability to:**

- Learn, understand, and apply federal, state or local laws, ordinances, codes, procedures and rules in order to establish/secure current and delinquent child support payments and establish paternity/medical support.
- Learn to comply with court and state mandated due process standards.
- Communicate with and explain technical information to individuals from a wide variety of cultural and ethnic backgrounds; learn to effectively interview individuals and investigate leads in order to secure information required to effectuate the collection of child support payments; exercise tact, diplomacy, and flexibility.

- Establish good relationships with the public and with customers and provide customer service that meets unit goals and expectations.
- Research and extract factual information.
- Learn child support establishment, enforcement, and collection methods.
- Learn legal criteria for establishing paternity, child support, and medical support.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Prepare complete and concise written communications.
- Communicate information and ideas clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Learn computer databases and programs common to child support enforcement activities.
- Effectively locate individuals and research information on the whereabouts of case participants.
- Perform routine mathematical calculation and make logical determinations from financial statements on the amount of child support payments.
- Learn to monitor child support payment records to ensure compliance with court orders.
- Learn to evaluate case records and, if default occurs, initiate and prepare appropriate civil or criminal action; learn to prepare administrative legal documents.
- Deal with stressful situations and potentially hostile people.
- Manage a caseload utilizing effective time management.
- Operate office equipment including a personal computer, copy and fax machines and printers.
- Maintain accurate records and document actions taken.

**PHYSICAL REQUIREMENTS :**

- **Mobility and Dexterity:** Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- **Lifting, Carrying, Pushing and Pulling -- Light Work:** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Positions in this class also may require employees to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to

receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

**WORKING CONDITIONS:**

- Office Work: Employees in this class will most often be working in an office setting.
- Traffic Hazards: Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- Disruptive/Confrontational Human Contacts: Employees in this class may be subject to disruptive and confrontational people.

**OTHER REQUIREMENTS:**

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- Independent Travel: Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.
- Child Abuse Reporting: Selectees for employment must, as a condition of employment, sign a statement agreeing to comply with Section 11166 of the California Penal Code relating to child abuse reporting.
- Language Proficiency: Some positions allocated to this class may require the applicant to speak, read and write in a language other than English.

**CLASS HISTORY AND CLASS INFORMATION:**

- Date Approved by the Civil Service Commission: November 2000
- Date Adopted by the Board of Supervisors: June 30, 2003
- Date(s) Revised: November 2002, May 2003, January 2017
- Date(s) Retitled and Previous Titles of the Class: