

COUNTY OF SOLANO
CLASS SPECIFICATION
CHILD SUPPORT ASSISTANT

CLASS SUMMARY:

Under close supervision, employees in the class apply Federal, State, and local codes, procedures, and rules to assist Child Support Specialists in securing current and delinquent child support payments; conduct interviews and evaluate information that requires a working understanding of child support regulations; refer applicants to various agencies for assistance depending upon the nature of their needs; and performs related work as required.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **Office Assistant I/II/III** which provides general clerical support Countywide.
- **Child Support Specialist** which performs the full range of case management activities with a higher degree of difficulty and responsibility.

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 areas of responsibilities; specific position assignments will vary depending on the needs of the department.

- Assists in preparing and processing cases according to established procedures.
- Operates and uses an automated system to input and extract information and generate reports and documents.
- Participates in and conducts interviews with individuals such as parents, witnesses, family members, representatives from law enforcement agencies and attorneys to obtain pertinent information related to child support cases.
- Establishes, maintains and updates child support files.
- Organizes and routes documents for child support cases.
- Responds to general inquiries to internal and external customers; provides case status information and assists in explaining family support statutes, regulations and procedures to parents.
- Contacts and receives general, relevant information from other jurisdictions.
- Processes, distributes and responds to incoming correspondence.
- Assists with the location of parents for the purpose of establishing and enforcing child support orders.
- Assists in and reviews documents of case participants to establish support obligations and contacts case participants, attorneys and employers.
- Reviews and distributes reports and materials to internal and external customers.
- Performs other duties of similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

Education: Possession of a high school diploma, GED, or equivalent.

AND

Experience: Six (6) months of full-time clerical experience in a position having substantial public contact, preferably in a public services agency in a position that involves interviewing individuals and obtaining information **or** six (6) months of progressively responsible clerical experience in a child support department.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**Knowledge of:**

- Techniques and procedures used to locate absent parents.
- English language usage, syntax, grammar, and spelling.
- Customer service techniques for dealing with the public; occasional difficult or confrontational situations.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and other specialized applications related to area of assignment.
- Basic arithmetic.

Skill and/or Ability to:

- Apply and explain Federal, State, and Local Codes, procedures and rules relative to the establishment and enforcement of child support.
- Interview case participants to obtain specific information.
- Exercise tact, diplomacy and flexibility with internal and external customers.
- Communicate effectively with applicants from a wide range of cultural and economic backgrounds and staff from other agencies and offices.
- Follow oral and written instructions.
- Maintain accurate records.
- Maintain confidentiality.
- Act independently, interpreting department rules, regulations, policies and procedures.
- Provide attention to detail.
- Coordinate, organize, and interpret information from diverse sources to draw logical and supportable conclusions.
- Prepare a variety of written communications including correspondence, emails, files, activity logs, and other documentation; maintain confidentiality of records and information; and maintain accurate documentation of actions taken.
- Communicate information and ideas in a manner appropriate to professional and legal stakeholders.
- Establish and maintain effective working relationships with internal and external stakeholders.
- Perform repetitious tasks.

PHYSICAL REQUIREMENTS:

- **Mobility and Dexterity:** This class typically requires employees to perform the following: 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: This class typically requires employees to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. This class may require employees to have depth perception in order to operate a motor vehicle.
- Hearing/Talking: This class typically requires employees 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 be able 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 or confrontational people.

OTHER REQUIREMENTS:

- Background Checks: Incumbents in this class will have access to Federal Tax Information and are subject to confidentiality and safeguarding requirements of Internal Revenue Code 6103(p)(4). As such, an individual selected for this position is subject to a thorough background investigation as stipulated in Section 5.1.1 of Internal Revenue Service Publication 1075, which includes the following:
 1. Review of Federal Bureau of Investigation (FBI) fingerprint results;
 2. Check of local law enforcement agencies where the subject has lived, worked and/or attended school within the last five (5) years and, if applicable, of the appropriate agency for any identified arrests; and
 3. Verification of an employee's eligibility to work in the United States.

Background investigations are conducted upon hire and every five (5) years of employment thereafter.

The County may conduct additional background checks and a reference check on candidates prior to appointment to a position within this class and, depending on the position, may include information such as: the State of California Department of Justice, 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 may be 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: 02/14/2024
- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors: 04/14/2024
- Date(s) Revised: N/A
- Date(s) Retitled and Previous Titles of the Class: N/A
- Class Code: 412020