

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

**CLASS SUMMARY:**

Plans, supervises, reviews, coordinates, and participates in the work of a child support section engaged in enforcing child support laws by securing current and delinquent child support payments; ensures compliance with court mandated due process standards; serves as a member of department's management/supervisory team.

**DISTINGUISHING CHARACTERISTICS:**

This class is characterized by the responsibility for first line supervision of a child support unit engaged in establishment and enforcement of court ordered child support. Incumbents in this class serve as technical resource on legal procedures, civil investigation methods and the child support accounting system. This class is distinguished from the:

- Child Support Specialist (Senior) class which is the advance journey level class in the Child Support Specialist series and serves as lead worker.
- Child Support Program Manager class which is a division manager level class responsible for the operations and programs of the department.

**SUPERVISION RECEIVED AND EXERCISED:**

- Receives general direction from the Child Support Program Manager or Child Support Attorney – Supervising.
- Exercises supervision over technical and clerical staff.

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

- Plans, assigns and supervises a unit of Child Support Specialists and assigned support staff engaged in child support establishment and enforcement activities by securing delinquent and current child support payments:
  - recommends personnel actions related to employee selection, advancement, transfer, and discipline;
  - approves sick leave, vacations and time off;
  - establishes standards for acceptable work products and evaluates performance;
  - provides career development mentoring and recommends training and career development opportunities;
  - ensures that employees are properly trained and that they are scheduled for or have received required training or needed formal training;
  - creates training and resource materials;
  - provides employees with guidance and assistance; and provides procedures, including those related to equal opportunity and safety.
- Applies, interprets and explains federal, state and local codes, procedures, and rules

which regulate child support activities; assigns and schedules case loads; ensures compliance with mandated timetables.

- Ensures quality, efficiency, compliance and correct actions of work performed in the unit by reviewing cases for appropriateness and timeliness of actions taken, accuracy of computations, adherence to office policies and procedures; identifies problem areas, and sets up corrective measures.
- Prepares and maintains employee performance records including job evaluations, training provided, progress made and attendance; develops corrective action plans to enhance work performance; takes steps for disciplinary actions when necessary; may occasionally perform duties of subordinate staff.
- Participates in departmental committees to analyze departmental or unit needs; recommends changes in matters such as organization, work flow, policies, procedures, design or use of forms, and coordination with other divisions, departments and agencies; maintains workload and statistical records.
- Implements and monitors department policies and procedures; develops/writes work policies and procedures specific to the needs of the unit; schedules work assignments and distributes work to ensure adequate coverage, equitable case loads, and flow of work; monitors work progress to meet mandated timetables; sees that employees are organized and use clerical support and work materials effectively; prepares reports relating to the activities of the unit and other matters.
- Investigates and responds to complaints from state and local agencies and from clients regarding progress or decisions on specific cases; interviews complainants in person and on the telephone; resolves problems; attempts to calm upset or irate individuals; return cases to subordinates when appropriate.
- Performs duties and assumes responsibilities for IV-D program related projects as assigned and necessary from the state and/or administration levels.
- 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.
- Maintains workload and statistical records.
- Prepares reports relating to the activities of the unit and to other matters.
- Attends offsite meetings and trainings as required.
- Performs other duties of a similar nature or level as assigned.

**EDUCATION AND EXPERIENCE:**

**Either I**

**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:** One year of advance journey level experience as a Child Support Specialist (Senior) (formerly titled Family Support Officer) in Solano County, or similar class in another agency, with exposure to all phases of Child Support operations.

**OR II**

**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:** Three years of journey level experience as a Child Support Specialist in Solano County, or similar class in another agency, and at least one year of experience providing lead or supervisory experience in the public or private sector.

**OR III**

**Education:** An Associate's degree, or equivalent, 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 journey level experience as a Child Support Specialist in Solano County, or similar class in another agency, and at least one year of experience providing lead or supervisory experience in the public or private sector.

**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:**

- Child Support program goals, policies, and procedures.
- Federal and state regulations and policies regarding child support.
- Courtroom procedures; automated accounting practices related to child support.
- Standard and accepted principles and practices of supervising, leadership, motivation, team building, organization, training, and conflict resolution.
- Collection and enforcement of child support payments and the establishment and enforcement of medical support.
- Civil and criminal law, procedures and regulations, which pertain to the enforcement of child support cases; legal terminology and legal forms and documents used to enforce support; methods and techniques used to effectively locate absent parents, relatives

and related persons.

- 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.
- The use of sources to research assets and obligations.
- Child support collection procedures and methods of collecting and adjusting delinquent accounts.
- Legal terminology and legal forms, and documents used to enforce support.
- Methods and techniques used to effectively locate absent parents, relatives and related persons.
- Oral communication techniques to include presentations to groups of various sizes in a positive, inclusive and motivational manner.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and appropriate terminology for written communications such as correspondence, policies, procedures and narrative reports.
- Standard office procedures, practices, equipment, personal computers, and software.
- Caseload management skills.
- Financial record keeping procedures.

**Skill and/or Ability to:**

- Operate office equipment including a personal computer, copy and fax machines and printers.
- Drive a motor vehicle.
- Analyze, interpret and maintain currency in laws, regulations and policies relating to child support.
- Review and evaluate investigative reports.
- Consult with department staff on matters related to investigation, legal procedures, and accounting practices.
- Identify and analyze administrative problems and implement operational changes.
- Collect and analyze data to establish/identify needs.
- Apply federal, state or local laws, ordinances, codes, procedures and rules in order to secure current and delinquent child support payments and establishment of paternity.
- Maintain confidentiality.
- Coordinate work with attorneys; comply with court mandated due process standards.
- Make logical determinations from financial statements on the amount of child support payments.
- Monitor child support payment records to ensure compliance with court orders.
- Deal with stressful situations and potentially hostile people.

- Prepare relevant legal documents.
- Evaluate individual performance and program effectiveness; develop and implement procedures for new and existing program activities.
- Plan, organize, and supervise work of technical staff engaged in child support operations; secure cooperation and teamwork among professional and/or support staff.
- Organize and prioritize work assignments.
- Train staff in procedures, techniques, and methods of establishing and enforcing court ordered child support.
- Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds.
- Compose correspondence independently and prepare narrative and statistical reports.
- Effectively interview individuals in order to secure information required to effectuate the collection of child support payments.
- Exercise tact, diplomacy, and flexibility.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**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 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 will 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.

**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:** June 2002, January 2017
- **Date(s) Retitled and Previous Titles of the Class:**