General Statement of Duties

Performs full performance work assisting Child Support Technicians.

Distinguishing Characteristics

This class is distinguished from the Child Support Technician I that performs paraprofessional work authorized by Title IV-D of the Social Security Act providing services relating to the initiation of child support obligations. The Child Support Assistant is also distinguished from the Child Support Technician II that performs paraprofessional work authorized by Title IV-D of the Social Security Act providing services relating to the establishment, enforcement and/or modification of child support obligations.

Guidelines, Difficulty and Decision-Making Level

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised

None

Essential Duties

Provides customer service by phone and in person responding to a variety of questions, explaining policies and procedures, and relaying child support related information to various stakeholders.

Creates and sends referrals to Child Support Technicians involving complicated case issues and then monitors that the referrals are responded to on a timely basis.

Assists Child Support Technicians with case reviews and the locate process by researching and gathering relevant information and necessary case documentation.

Sends, receives and processes employment and post office verifications.

Maintains records in various databases by documenting all client contact as well as updating client information.

Schedules and reminds Child Support Technicians of upcoming appointments with clients.
Prepares and sends paperwork to appropriate parties including but not limited to child support applications, modification packets, assignments and notices.

By position, assists with and provides customer service related to the foster care parent fee process.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

<table>
<thead>
<tr>
<th>Competencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attention to Detail - Is thorough when performing work and conscientious about attending to detail.</td>
</tr>
<tr>
<td>Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.</td>
</tr>
<tr>
<td>Information Management - Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.</td>
</tr>
<tr>
<td>Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.</td>
</tr>
<tr>
<td>Oral Communication - Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.</td>
</tr>
<tr>
<td>Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.</td>
</tr>
<tr>
<td>Writing - Writes in a clear, concise, organized, and convincing manner for the intended audience.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge &amp; Skills</th>
</tr>
</thead>
<tbody>
<tr>
<td>Knowledge of policies, procedures, rules, and laws of Child Support sufficient to be able to locate relevant information and reference materials and provide technical support and assistance.</td>
</tr>
<tr>
<td>Skill in the use of computer software, including word processing, spreadsheet, document management, electronic mail and database programs.</td>
</tr>
<tr>
<td>Skill in data entry.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduation from high school or the possession of a GED, HiSET or TASC Certificate.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Experience Requirement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Two (2) years of experience performing office support work.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education &amp; Experience Equivalency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Additional appropriate education may be substituted for the minimum experience requirements.</td>
</tr>
</tbody>
</table>
## Licensure & Certification

By position, requires a valid Driver’s License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

## Working Environment

Subject to many interruptions.

## Level of Physical Demand

1-Sedentary (0-10 lbs.)

## Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- Sitting: remaining in the normal seated position.
- Handling: seizing, holding, grasping, or otherwise working with hand(s).
- Fingering: picking, pinching, or otherwise working with fingers.
- Talking: expressing or exchanging ideas by means of spoken words.
- Hearing: perceiving the nature of sounds by the ear.
- Repetitive motions: making frequent movements with a part of the body.
- Eye/hand/foot coordination: performing work through using two or more.
- Near Acuity: ability to see clearly at 20 inches or less.
- Depth Perception: ability to judge distances and space relationships.
- Field of Vision: ability to see peripherally.
- Accommodation: ability to adjust vision to bring objects into focus.
- Color Vision: ability to distinguish and identify different colors.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

## Background Check Requirement

- Criminal Check
- Employment Verification
- Motor Vehicle Record

## Assessment Requirement

None

## Probation Period

Six (6) months.
### Class Detail

- **Pay Grade:** C-613  
- **FLSA Code:** N  
- **Management Level:** 10  
- **Established Date:** 9/21/2018  
- **Established By:** Lori Schumann  
- **Revised Date:**  
- **Revised By:**  
- **Class History:**