



Office of Human Resources
Child Support Technician II - CA2901
THIS IS A PUBLIC DOCUMENT

General Statement of Duties

Performs professional support 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.

Distinguishing Characteristics

This class is distinguished from the Child Support Technician I class that performs professional support work authorized by Title IV-D of the Social Security Act providing services relating to the initiation of child support obligations. The Child Support Technician II is also distinguished from the Child Support Assistant that performs full performance work assisting Child Support Technicians.

Essential Duties

Performs technical work by following an administrative or judicial process to provide services to clients involving the establishment, enforcement and/or modification of child support obligations.

Completes the discovery process by interviewing obligors and obligees as well as researching and gathering any remaining relevant information and all necessary case documentation.

Reviews case information including existing court orders and minutes to determine appropriate legal action.

Determines child support payment and arrears amounts utilizing calculation guidelines.

Meets with and communicates to clients and associated parties regarding explanation of child support enforcement services, processes and requirements as well as involving mediation/negotiation of pay amounts and plans, stipulations and settlements.

Determines and employs appropriate automated or manual enforcement remedies including but not limited to: income assignments, deductions for health insurance, liens on bank accounts, tax refund intercepts, lottery intercepts, suspension of licenses, reporting to credit bureaus, contempt citations, judgments and interstate cases.

Drafts legal documents pertinent to cases including but not limited to: stipulations, modifications, motions, summons and subpoenas.

Prepares cases for court hearings by organizing case files to include relevant documents for attorneys and testifies when needed at hearings.

By position, establishes, enforces and/or modifies foster care parent fees.

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.

Competencies

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Decision Making - Specifies goals and obstacles to achieving those goals, generates alternatives, considers risks, and evaluates and chooses the best alternative in order to make a determination, draw conclusions, or solve a problem.

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.

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.

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.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Writing – Writes in a clear, concise, organized, and convincing manner for the intended audience.

Knowledge & Skills

Knowledge of legal research techniques and civil investigation procedures sufficient to be able to determine relevant information, locate reference material, compile and analyze appropriate information and formulate logical recommendations.

Skill in the use of computer software, including word processing, spreadsheet, document management, electronic mail and database programs.

Level of Supervision Exercised

None

Education Requirement

Associate's Degree in Human Services, Public Administration or a related field.

Experience Requirement

Two (2) years of experience performing child support initiation, enforcement, collections, investigations, case management or a related field.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

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 varying and unpredictable situations.

Subject to many interruptions.
Subject to traffic, roadways, and pedestrians.

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.):

Accommodation: Ability to bring objects into focus.

Color vision: Ability to distinguish and identify different colors.

Depth Perception: Ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Field of Vision: Ability to sharply detect or perceive objects peripherally.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check

Employment Verification

Education Verification

By position, Motor Vehicle Record

Assessment Requirement

Customer Service Agent - Compliance

Probation Period

Six (6) months.

Class Detail

Pay Grade: A-615

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: