



Office of Human Resources  
Child Support Technician Lead - CA2954  
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### General Statement of Duties

Performs regularly assigned lead work over Child Support Technicians I and II and Child Support Assistants 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 performs permanently assigned lead work over the Child Support Assistants and Child Support Technicians I and II. This class is distinguished from the Child Support Technician II who 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. This class is also distinguished from the Operational Supervisor 1 who performs supervisory duties over administrative, and/or technical staff and supports professional and/or higher level supervisors/managers through the application of the principles of a particular discipline, profession, and/or field of study in order to accomplish the operational goals of the assigned area(s).

### Essential Duties

Provides on-the-job training, mentors new and tenured employees. Collaborates with the training unit on course content, materials and case reviews.

Monitors work activity on caseloads to ensure that cases are clearly and thoroughly documented. Reviews and analyzes case records and reports for completeness, accuracy and timeliness. Identifies compliance and production problems.

Develops or modifies work plans, methods, and procedures, determines work priorities, and develops work schedules to provide adequate staff coverage.

Identifies and evaluates relevant case issues; researches and reviews information to determine appropriate legal actions; participates in the discovery process; interviews and negotiates with parents, prepares legal actions and corresponding documents; may be asked to provide court testimony.

Provides work instruction and assists employees with difficult and/or unusual assignments.

Assigns and distributes work, reviews work for accuracy and completeness, and returns assignments with recommendations for proper completion.

Resolves problems encountered during daily operations and determines appropriate solutions. Acts as a mediator when problems occur between clients and employees.

Reviews unit procedures, assist in the development or revision of needed procedures. Recommends and implements process improvements.

Contributes to the development of performance goals, documents performance, provides performance feedback, and provides information to inform the formal performance evaluation.

Responds orally to informal grievances and relays information to the supervisor.

Documents situations which may be cause for disciplinary action and provides this information to the supervisor.

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

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.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

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.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

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

### **Knowledge & Skills**

None

### **Level of Supervision Exercised**

Performs regularly assigned lead work over lower level Child Support Technicians and Assistants.

### **Education Requirement**

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

### **Experience Requirement**

Three (3) 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 Check  
By position, Motor Vehicle Record

### Assessment Requirement

None

### Probation Period

Six (6) months.

### Class Detail

**Pay Grade:** A-616  
**FLSA Code:** N  
**Established Date:** 9/21/2018  
**Established By:** LS  
**Revised Date:**  
**Revised By:**  
**Class History:**