

Jefferson County Position Description

Name:		Department:	Child Support
Position Title:	Lead Child Support Specialist	Pay Grade:	8 FLSA: N
Date:	October 2019	Reports To:	Child Support Direct

Purpose of Position

The purpose of this position is to assist the Child Support Agency (CSA) Director with supervisory functions and perform duties of establishing, modifying, and enforcing child support orders and health insurance within State and Federal timelines and guidelines.

Essential Duties and Responsibilities

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Ensures program performance is met by reviewing and providing department staff with policy and procedure information and monitors child support case compliance using a variety of complex computer systems.
- Plans, assigns, develops and implements new work procedures, responsibilities, and services. Develops formats for legal forms associated with various actions for child support cases.
- Assists CSA Director with employment decisions, including hiring and performance improvement solutions. Trains new staff and updates training materials. Assigns work to other CSA staff as needed. Provides backup to the CSA Director in his/her absence and/or as needed.
- Reviews monthly expense reports submitted for State and Federal program funding. Compares the report with County ledger and budget to ensure accuracy. Completes purchase orders, invoices and manages PCard activities for the department. Assists with the budget process.
- Takes measures to remain up to date on current department rules, State statutes and regulations, and local court rules. Attends related conferences, seminars, online training, and meetings as required.
- Manages child support caseload for compliance with state and federal regulation and timelines and automated notifications. Schedules appointments, hearings, and depositions.
- Provides customer service telephonically and in person to all case parties and prepares required correspondence or documents for compliance with court orders and State and Federal guidelines. Reviews and determines timelines for issuance of a warrant for arrest.
- Conducts interviews to gather information to determine and calculate support levels to establish/modify child support orders, health insurance and payments on arrears.
- Investigates and identifies information to process cases or locate non-custodial/custodial parents. Uses a variety of avenues to identify, research, and verify name, address, location, place of work and other important information such as income.
- Assembles all documents needed to appear when subpoenaed to Court for testimony as a representative of the department.
- Complies with County HIPAA Policies and Procedures, if applicable.
- Demonstrates dependable attendance.
- Performs other duties as assigned or that may develop.
- Adheres to and promotes safety as a priority in the workplace.

Additional Tasks and Responsibilities

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

None

Minimum Training and Experience Required to Perform Essential Job Functions

High school diploma or equivalent required with four years related experience and/or training; or bachelor's degree; or an equivalent combination of education and experience. .

Preferred Training and Experience Required to Perform Essential Job Functions

Five years related experience and/or training; or a bachelor's degree from a college or university and one year of experience; or an equivalent combination of education and experience.

Other Requirements – Certificates/Licensures

Notary Public.

LabCorp Certification, Paternity Testing within 6 months of hire.

Comply with IRS Publication 1075-fingerprint background investigation.

Knowledge, Skills, Abilities

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to follow Federal, State, County policies and procedures.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- Ability to maintain the highest level of discretion and professionalism regarding sensitive and confidential case information.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to reliably and predictably carry out one's duties.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to speak effectively before groups of customers or employees of organization.
- Ability to work effectively with individuals and families in very emotional and difficult situations and in situations where individuals may be hostile or aggressive.
- Ability to write reports, business correspondence, and procedure manuals.
- Knowledge of administrative practices and procedures; business English, spelling, grammar; operation of office equipment; word processing, databases, scanning, presentation, and spreadsheet software.
- Knowledge of Federal and State civil and criminal laws and regulations applicable to the delivery of child support services, including record retention and privacy issues.
- Knowledge of Federal and State laws pertaining to child support services programs including the establishment, modification and enforcement of child support orders.
- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of accounting principles and practices, accounts payable, and payroll practices.
- Knowledge of laws, government regulations, and agency rules as they relate to government accounting and budgeting.
- Skill in prioritizing workload, developing action plans and meeting deadlines.

Supervision

Involves leadership role such as occasional directing of others to complete assignments; others may include work-study students, temporary support, full time and part time staff, or other individuals temporarily assigned in one's area of responsibility. Participates in the hiring and performance improvement processes.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

While performing the duties of this position, the employee is not regularly exposed to adverse conditions. The noise level in the work environment is usually moderate.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee

Date

Supervisor

Date

Human Resources

Date
