

Jurisdictional Class: Competitive
Adopted: March 9, 1989
Revised: February 2, 2012

SENIOR CHILD SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position involving responsibility for performing supervisory and technical work in the investigation, collection, enforcement, and modification of child support payments from individuals legally responsible for the support of their dependents. Work differs from a Child Support Specialist in that the employee is responsible for the overall functioning of a unit and for assigning and reviewing the work of subordinate Child Support Specialists. The work is performed under the general supervision of the Coordinator of Child Support Enforcement. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists the Coordinator of Child Support Enforcement as required;
Develops and implements procedures to comply with Federal, State, and local laws and regulations;
Oversees and participates in the investigation of individuals with delinquent accounts and in the collection, enforcement, and modification of payments from such individuals through court orders;
Assist in coordinating the intake and assignment of cases to subordinate Child Support Specialists;
Reviews the work of subordinate Child Support Specialists and assists in the training of staff;
Identifies training needs and develops/implements training plans;
Establishes and maintains working relationships with other governmental agencies that provide assistance in locating individuals;
Supervises and participates in the interviewing of custodial parents to determine the feasibility of pursuing court action to establish paternity;
Supervises and participates in the preparation of reports and records;
May initiate and attend court action to obtain, enforce, and modify child support payments;
Provides coverage for subordinate Child Support Specialist and intake staff as necessary;
Monitors staff job performance and formulates plans necessary to improve job performance;
Assists staff with complex cases, procedures, and processes to achieve desired outcomes.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Thorough knowledge of departmental policies and procedures;
Thorough knowledge of the principles, practices, and methods of child support investigation, collection, enforcement, and modification;
Thorough knowledge of federal, state, and local laws as they affect child support investigation, collection, enforcement, and modification;
Good knowledge of effective training techniques;
Good knowledge of statistical concepts;
Skill in interviewing techniques;
Familiarity with the use of computers and various computer programs;
Ability to understand and interpret statistical data;
Ability to gather and analyze facts and to arrive at sound conclusions;
Ability to establish and maintain effective working relationships with a variety of individuals and agencies;
Ability to understand and interpret laws concerning child support cases;

Senior Child Support Specialist

Ability to obtain information from individuals who may be uncooperative or hostile;

Ability to plan and supervise the work of subordinates in a manner conducive to full performance and high morale;

Ability to make simple and accurate mathematical computations;

Ability to maintain records and prepare reports;

Ability to express oneself clearly and concisely both orally and in writing;

Sound judgment.

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree or higher and two (2) years of experience in accounting, financial record keeping, or investigative experience related to either financial, criminal, insurance, or private civil matters; or

(b) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as defined in (a) above; or

(c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet work requirements made in the ordinary course of business in a timely and effective manner.

Candidates must be bondable.