



Career Service Authority
Child Support Assistant

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GENERAL STATEMENT OF CLASS DUTIES

Performs full performance work assisting Child Support Enforcement Technicians by conducting intake interviews, preparing legal documents, verifying employment information on non-custodial parent(s), generating and issuing income assignments and medical support notices, and performing a variety of other child support related duties.

DISTINGUISHING CHARACTERISTICS

This class performs full performance work assisting Child Support Enforcement Technicians. This class is distinguished from the Child Support Enforcement Technician that performs paraprofessional legal work authorized by Title IV-D of the Social Security Act providing services relating to establishment of paternity and the establishment, modification, or enforcement of child support obligations. The Child Support Assistant is also distinguished from the Administrative Support Assistant IV class that performs specialized and/or technical office support work that requires detailed knowledge of the specialized/technical area.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Performs intake duties by interviewing clients to obtain information such as determining if paternity has been established, the location of an absent parent and the disposition of support orders, ascertaining if domestic violence has occurred, and is it prudent/safe to pursue child support.

Enters client and absent parent information and any changes that have occurred, researches various databases to determine if child support court orders exist in another state, and searches for absent parent(s) in other states if unknown.

Assists Child Support Enforcement Technicians by preparing legal documents for paternity and support actions such as notices, motions, stipulations, subpoenas, summons, and petitions,

Assists in the preparation of case files for court hearings, reviews written requests for modification of child support orders, determines what process should be taken on requests, and prepares paperwork.

Begins the Foster Care Parent Fee process by compiling information on the non-custodial parent(s) and children from various state and court databases, reviews information, and determines if a foster care parent fee case should be initiated on the non-custodial parent(s) or not.

Responds to questions from Child Support Enforcement Technicians regarding foster care fee debt calculation requests by compiles the fiscal history of a case and calculating the cost of care.

Issues and follows up on wage garnishments by contacting the non-custodial parent's employer to verify employment and eligibility for medical insurance for children, processes and monitors orders in the child support system, and forwards any issues/problems to Child Support Enforcement Technicians.

Responds to a variety of questions, explains policies procedures, and processes, and provides child support related information to various stakeholders.

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.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Integrity/Honesty – Contributes to maintaining the integrity of the organization, displays high standards of ethical conduct, understands the impact of violating these standards on an organization, self, and others, and is trustworthy.

Arithmetic/Mathematical Reasoning – Performs computations such as addition, subtraction, multiplication, and division correctly, solving practical problems by choosing appropriately from a variety of mathematical techniques such as formulas and percentages.

Listening – Receives, attends to, interprets, and responds to verbal messages and other cues such as body language in ways that are appropriate to listeners and situations.

Reading – Understands and interprets written material including technical material, rules, regulations, instructions, reports, charts, graphs, or tables and applies what is learned from written material to specific situations.

Writing – Uses correct English grammar, punctuation, and spelling to communicate thoughts, ideas information, and messages in writing.

Conscientiousness – Displays a high level of effort and commitment towards performing work and demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, courtesy, tact, empathy, and concern, develops and maintains relationships, may deal with people who are difficult, hostile, and/or distressed, relates well to people from varied backgrounds and situations, and is sensitive to individual differences.

Oral Communication – Communicates or explains ideas and/or information clearly. Thoughts are well organized and recognizes potential miscommunications.

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

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.

Reasoning – Discovers or selects rules, regulations, and relationships between facts and other information.

Technical Competence – Knowledge of how to perform one's job. Refers to specialized knowledge that is acquired through formal training or extensive on-the-job training.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Customer Service – Works and communicates with clients and customers to satisfy their expectations and committed to quality services.

Flexibility – Adapts quickly to changes.

Conflict Management – Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

Negotiation – Works with others towards an agreement that may involve exchanging specific resources or resolving differences.

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

Memory – Recalls information that has been presented previously.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Knowledge of interviewing techniques sufficient to be able to elicit information.

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.

Knowledge of legal terminology and legal documentation format sufficient to be able to read, interpret, and prepare legal documents.

Physical Demands:

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.

Working Environment:

Subject to many interruptions.

Education Requirement:

Graduation from high school or the possession of a GED Certificate and six hours of college coursework in English, communication, business, or related courses.

Experience Requirement:

Two years of experience performing specialized/technical office support work.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement. Three months of additional experience may be substituted for the six hours of college coursework.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 01/18/2009

ESTABLISHED BY: Patricia Anderson

REVISED DATE:

REVISED BY:

CLASS HISTORY This is a new class.