



Career Service Authority

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Child Support Enforcement Technician

GENERAL STATEMENT OF CLASS DUTIES

This class 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.

DISTINGUISHING CHARACTERISTICS

The *Child Support Enforcement Technician* class performs paraprofessional legal work providing technical assistance by establishing and enforcing paternity, child support, medical and retroactive support through an administrative or judicial process. The *Child Support Enforcement Technician* class is distinguished from the *Entry Paralegal* class by the nature of supervision received; the *Child Support Enforcement Technician* class is authorized by statute, court authority, or regulation to assume certain law-related responsibilities while the *Entry Paralegal* class performs basic paralegal work under the supervision of an attorney who assumes complete professional responsibility for the paralegal's work product.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

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 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, gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Provides technical assistance by establishing and enforcing paternity, child support, medical and retroactive support through an administrative or judicial process.

Identifies and evaluates relevant case issues by researching and reviewing all pertinent information, such as previous court orders to determine appropriate legal action.

Participates in the discovery process by interviewing non-custodial parents to obtain applicable records and testimony.

Prepares stipulations, modifications, motions, summons, subpoenas and other documents required to establish court ordered child support.

Determines and utilizes appropriate legal enforcement remedies including, but not limited to: contempt citations, judgments, wage assignments, bank garnishments, liens, driver's license suspension and credit reporting.

Negotiates with custodial and non-custodial parents, private attorneys, lenders and other jurisdictions to obtain orders and case settlements.

Prepares cases for court hearings and administrative reviews by organizing case files to include all related documents and worksheets for attorneys such as summons, subpoenas, blood test results, affidavits and motions and testifies when needed at judicial and administrative hearings.

Provides technical support and assistance to attorneys and supervisors.

Performs other related duties as assigned or requested.

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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.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

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.

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

Writing – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Self-Management – Sets well-defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

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

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

Legal, Government and Jurisprudence – Knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, government organization and functions, and the democratic political process.

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

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

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.

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

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

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

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Memory – Recalls information that has been presented previously.

Self-Esteem – Believes in own self-worth; maintains a positive view of self and displays a professional image.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development.

Decision Making – Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

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.

Physical Demands:

Standing: remaining on one's feet in an upright position.

Walking: moving about on foot.

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Subject to varying and unpredictable situations

Subject to many interruptions

Subject to long irregular hours

Education Requirement:

Associate Degree in Business, Accounting Management, Criminal Justice or related field.

Experience Requirement:

One (1) year of experience performing child support enforcement, collections, investigations, case management or a related field.

Education/Experience Equivalency:

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

Licensure and/or Certification:

Some positions require possession of a valid Colorado Class "R" Driver's License at time of application.

CLASS DETAIL

FLSA CODE: Non-exempt

ESTABLISHED DATE: 11/16/2000

REVISED DATE: 06/16/2005

REVISED BY: Earline Hill

CLASS HISTORY: This classification was revised into the new format during the Paralegal Class Maintenance Review.