



Office of Human Resources
Child Support Assistant - CC2354
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General Statement of Duties

Performs full performance work assisting Child Support Technicians.

Distinguishing Characteristics

This class is distinguished from the Child Support Technician I that performs professional support work authorized by Title IV-D of the Social Security Act providing services relating to the initiation of child support obligations. The Child Support Assistant is also distinguished from the Child Support Technician II that 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.

Essential Duties

Provides customer service by phone and in person responding to a variety of questions, explaining policies and procedures, and relaying child support related information to various stakeholders.

Creates and sends referrals to Child Support Technicians involving complicated case issues and then monitors that the referrals are responded to on a timely basis.

Assists Child Support Technicians with case reviews and the locate process by researching and gathering relevant information and necessary case documentation.

Sends, receives and processes employment and post office verifications.

Maintains records in various databases by documenting all client contact as well as updating client information.

Schedules and reminds Child Support Technicians of upcoming appointments with clients.

Prepares and sends paperwork to appropriate parties including but not limited to child support applications, modification packets, assignments and notices.

By position, assists with and provides customer service related to the foster care parent fee process.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, cooperation, concern, and politeness to others and relates well to different people from varied backgrounds and different situations.

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.

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.

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

Knowledge & Skills

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.

Skill in the use of computer software, including word processing, spreadsheet, document management, electronic mail and database programs.

Skill in data entry.

Level of Supervision Exercised

None

Education Requirement

Graduation from high school or the possession of a GED, HiSET or TASC Certificate.

Experience Requirement

Two (2) years of experience performing office support work.

Education & Experience Equivalency

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 many interruptions.

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

Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: NE-09

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: