



Office of Human Resources
Child Support Technician I - CA2900
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General Statement of Duties

Performs professional support work authorized by Title IV-D of the Social Security Act providing services relating to the initiation of child support obligations.

Distinguishing Characteristics

This class is 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. The Child Support Technician I is also distinguished from the Child Support Assistant that performs full performance work assisting Child Support Technicians.

Essential Duties

Receives and reviews referrals from a variety of sources and determines the next appropriate steps needed to initiate child support obligations.

Conducts intake interviews to assist clients with child support applications, gather information and documentation, and answer questions related to the child support process.

Performs research and investigative work to collect necessary information and documentation not provided in the intake interviews.

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

Enters and maintains client records in various databases ranging from updating demographic information to posting child support orders.

Reviews court orders and minutes and drafts "Entry of Appearance" notices as necessary.

Works with Assistance Program employees at Human Services to sanction benefits when clients are nonresponsive.

Determines the status of a case and transfers it accordingly for child support orders to be established, enforced or modified.

By position, schedules and monitors tests involving the establishment of paternity.

By position, initiates foster care parent fees.

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.

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.

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

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

Knowledge & Skills

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.

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

Level of Supervision Exercised

None

Education Requirement

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

Experience Requirement

Four (4) 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 varying and unpredictable situations.

Subject to many interruptions.

Subject to traffic, roadways, and pedestrians.

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

Education Check

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Nine (9) months.

Class Detail

Pay Grade: NE-10

FLSA Code: N

Established Date: 9/21/2018

Established By: LS

Revised Date: 7/15/21

Revised By: CW

Class History:

Revised probation period.