



CLASS SPECIFICATION

Class Code: 1014
Date Est: 08/1982
Last Rev: 10/2020
Last Title Chg:
FLSA: non-exempt
Probation: 12 months

FAMILY SUPPORT SPECIALIST

DEFINITION

Under supervision, assists clients in the collection of child support and medical insurance payments; initiates appropriate administrative and legal procedures to maintain compliance with court orders; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

One year of full-time experience involving interviewing and/or counseling in public service, law enforcement or a closely related field; OR an equivalent combination of related education and experience.

LICENSE OR CERTIFICATE

A valid driver's license may be required at the time of appointment.

SUPERVISION EXERCISED

Exercises no direct supervision.

EXAMPLES OF DUTIES

Interview clients to obtain documentation and information necessary to determine eligibility for child support collection assistance under the Uniform Interstate Family Support Act, and/or state or federal criminal investigation referral; assist clients applying for enforcement services; explain regulations, rules, policies, and support guidelines to clients, outside agencies, employers, and the public.

Utilize various resources to locate the non-custodial parent and determine the amount and location of income and assets; calculate child support obligation and arrearage; determine non-custodial parent's indebtedness to state public assistance programs and custodial parents and their willingness to support their children; negotiate support agreements and paternity acknowledgement; identify barriers to payment by non-custodial parents and provide them with resources and referrals to overcome them.

Review available information and obtain existing court orders for child support; petition the Court for orders to establish paternity and/or child support; enforce court orders for child support by noticing the absent parent directly, garnishing wages and assets, intercepting unemployment benefits and IRS returns, executing real property and bail forfeiture procedures, and license suspensions; assist in gathering and processing confidential information for use in Court.

Draft and initiate legal documents and proceedings; prepare and present case summaries to the case presenters and attorneys to assist the Court in establishing child support, determining arrearages, ordering appropriate repayment to the State or custodial party and enforcing or modifying current child support orders; testify in court regarding cases as necessary.

Coordinate scheduling of court-ordered genetic testing with interstate agencies and laboratories; collect in-office genetic test specimens from clients and children; meet with clients and discuss highly sensitive information in connection with establishing paternity.

Conduct in-office administrative reviews in order to execute a Stipulation and Judgment upon Order when matters can be equitably resolved without a court hearing.

Create and maintain confidential client case files; monitor cases to ensure regular child support payments; maintain collection history; reconcile balance owed and notify client of delinquency; update and maintain case data for correct distribution of monies received; determine correct distribution for any held or misidentified monies; compile case data and photos for use on television and maintain contact with media.

Correspond in person, by telephone or in writing with clients, out-of-state agencies, attorneys and employers to obtain and disseminate information; make referrals to other agencies as necessary.

JOB RELATED AND ESSENTIAL QUALIFICATION

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Departmental policies and procedures.

Terms and acronyms including legal terminology commonly used in assigned function.

Laws, rules, and regulations that apply to the assigned function.

Social service programs available within the community.

Use and application of computers and software.

Court procedures.

Ability to:

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Apply pertinent laws, codes and regulations including administrative and departmental policies and procedures.

Review court orders and payment records to accurately enter data into automated auditing system and review results to ensure clients receive a correct accounting of all payments and arrears for entire history of the case.

Evaluate case information and other data and make decisions regarding enforcement action to be taken.

Read, understand, evaluate and prepare standardized and legal documents.

Entry Level *(Applicants will be screened for possession of these through written, oral performance, or other evaluation methods.)*

Knowledge of:

Modern office practices, methods and computer equipment.

English usage, spelling, vocabulary, grammar and punctuation.

Basic legal terminology.

Basic principles of mathematics and accounting.

Methods and techniques used in dealing with the public.

Interviewing methods and techniques.

Techniques and methods of data collection, record keeping and report preparation.

Ability to:

Respond to requests and inquiries from the public with empathy, understanding and patience.

Interact effectively and sensitively with individuals from diverse backgrounds.

Resolve conflict situations, gaining cooperation through discussion and persuasion.

Understand and follow oral and written instructions.

Write clear, concise reports and compose correspondence and memoranda.

Prepare and maintain accurate and complete records.

Complete multiple concurrent projects and manage priorities and tasks.

Plan and organize work to meet schedules and deadlines.

Multi-task to meet timelines.

Perform repetitive tasks without compromising accuracy.

Maintain confidentiality of sensitive data and information.

Exercise good judgment, flexibility, and sensitivity in response to changing situations and needs.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS *(Essential duties require the following physical skills and work environment):*

Ability to work in a standard office environment.

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.