



CLASS SPECIFICATION

Class Code: 1023
Date Est: 03/1992
Last Rev: 06/2020
Last Title Chg:
FLSA: exempt
Probation: 12 months

FAMILY SUPPORT PROGRAM MANAGER

DEFINITION

Under general direction, manages, coordinates, and supervises the daily operations of the Family Support Division; plans, develops, and implements procedures for child support activities; and performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in criminal justice, social work, organizational management, public administration, business administration, or a closely related field AND two years of full-time experience in program administration which included one year of full-time supervisory experience; OR an equivalent combination of education and experience.

LICENSE OR CERTIFICATE

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

SUPERVISION EXERCISED

Exercises direct supervision.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Provide strong leadership for the Division through effective communication with supervisors and employees to establish short- and long-term goals, plans, and strategies.

Develop, implement, and evaluate policies and procedures regarding client intake and the establishment, enforcement, and collection of child support obligations.

Evaluate Division operational performance, review work methods and procedures, develop and implement changes in work process, forms, workflow, and/or equipment use to ensure efficient operations and compliance with state and federal policies, regulations, and legislation.

Oversee the overall quality of the Division's service delivery by regularly analyzing relevant data and reports and implementing improved programs, policies, and procedures wherever possible.

Analyze legislative proposals for impact on Division operations and prepare recommendations, suggesting revisions or outlining program impact for use by County legislative advocates.

Analyze the impact of changes in state and federal policies and regulations, and develop procedures for the Division to remain in compliance with state and federal requirements.

Supervise the collection and distribution of child support payments to ensure compliance with accepted audit control procedures and federal and state requirements.

Confer with legal counsel regarding the application of laws, codes, and regulations as they pertain to the establishment and enforcement of child support obligations.

Coordinate and serve as a liaison with other government agencies and other district attorney offices regarding child support programs.

Supervise assigned staff, which includes staff selection, assigning, scheduling and reviewing work, providing training in proper work methods and procedures, performance evaluation, coaching and mentoring, and implementing discipline and conflict resolution procedures when necessary.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.

Develop and manage the Division budget and fiscal controls, including justification for budget increases, monitoring revenues and expenditures, and preparing financial and operational reports.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

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

Knowledge of:

Principles and practices of effective employee supervision including leadership, motivation, development, team building, conflict resolution, employee training, performance evaluation, and discipline.

Department and division policies and procedures.

Countywide personnel policies and procedures.

Computer software specific to the department/division.

Policies and procedures related to child support programs and payments.

State and local legislation and regulations relating to child support enforcement.

State and local government processes.

Legal process and case law required in Washoe County to establish, enforce, and collect child support obligations.

Ability to:

Supervise personnel in a positive, effective manner.

Plan, coordinate, and direct the operations of the Family Support Program to accomplish established goals and objectives and optimize efficiency.

Implement work methods and procedures that promote a safe working environment and ensure proper staff training in work safety.

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

Knowledge of:

Principles and practices of management and supervision.

Budget techniques, fiscal controls, and accounting procedures.

Computer and computer software utilized for budgeting, record keeping, financial, and statistical purposes.

Ability to:

Analyze data and develop and implement appropriate recommendations.

Evaluate work priorities, procedures, and processes to determine their effectiveness and efficiency.

Interpret and apply pertinent laws, regulations, policies, and procedures to establish, enforce, and collect child support obligations.

Communicate effectively, both orally and in writing.

Maintain effective working relationships with representatives of state and federal agencies, legislative committees, advocacy and professional groups, departmental staff, the media, community groups, and the general public.

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

Ability to sit for extended periods. Ability to frequently stand and walk. Ability to lift and move objects weighing up to 25 lbs. Ability to use office equipment including computer, telephones, calculators, copiers, and FAX machine. Work is performed in office and courtroom environments.

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