

CHILD SUPPORT TECHNICIAN 3

Nature of Work: Under limited supervision and at advanced level, employee conducts audits of Bureau for Child Support Enforcement (BCSE) cases at either a BCSE field office or the BCSE State Office Financial Adjustment Unit, including advanced analysis of transactions for both the caretakers and obligors. Work is performed in accordance with BCSE policies and procedures, federal and state laws and regulations, and applicable court orders. Employee is responsible for maintaining the integrity of the case financial histories for all cases with orders for support in the assigned region through periodic reviews requested by case managers, supervisors, and BCSE Attorneys. Financial work performed by this employee is used by BCSE Attorneys to obtain judgements in a court of law. Employee must possess problem-solving skills commensurate with the reconciliation of financial data collect from payment histories (recorded and/or supported by affidavit), data records within automated applications, and computer balances in individual and/or collateral cases. Employee possesses extensive multi-tasking and high level decision making abilities, and the ability to reconcile financial records utilizing independent judgement to prioritize and process case work by the most efficient means possible. Employee must possess problem-solving skills commensurate with the reconciliation of financial data collected from payment histories (recorded and/or supported by affidavit), data records within automated applications, and compute balances in individual and/or collateral cases. Collaterally, the employee must possess the ability to communicate his/her problem solving logic to staff at all levels. Shall provide guidance and direction to staff with relation to ensuring the completeness and accuracy of information contained in appropriate cases. Directs others as assigned. Requires strict confidentiality in regards to BCSE information. Performs related work as required.

Distinguishing Characteristics: Work of the employee in this class is characterized by the complexity of the financial duties. Employee will have the ability to work cases at the most advanced level. Employees in this class will possess the ability to act as lead worker/mentor staff in the 1 and 2 classes, and back-up to supervisor. Employees in this class may complete audits and request funds to be disbursed without supervisor approval, where appropriate. Employee possesses an expansive understanding of not only mathematical models but various applications in order to correctly assist the BCSE Attorney, and officers of the court in enforcement actions.

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Distinguishing Characteristics (cont'd): Incumbent must have completed two (2) years of employment as a Child Support Technician 2. Employee has developed professional growth in acquiring the skills and knowledge to be able to bring to supervision's attention changes that may be needed within the program dealing with BCSE financial processes. Work product promotes and ensures the delivery of quality service to the broad spectrum of BCSE customers.

Examples of Work

- Analyzes caretaker and obligor cases to determine the accuracy of the financial histories of the cases.
- If appropriate, performs audits to have balances corrected, utilizing several different databases to compile all pertinent data needed to complete the audit.
- Verifies the data in the physical case file and automated databases affecting the allocation and distribution of child and spousal support payments by reviewing the data for accuracy, completeness, and compliance to the requirements as set forth by BCSE policies and procedures, federal and state laws and regulations.
- Compiles information from public assistance cases including Medicaid services, payments of cash assistance, foster care boarding payments, as it affects the distribution of child and spousal support payments.
- Obtains case financial histories maintained by out-of-state child support agencies, if necessary.
- Reviews valid legal documents affecting financial history including court orders and evaluates the accuracy as entered in the Child Support Enforcement's automated system.
- Posts moderate to complex financial accounting information to a spreadsheet to determine balances.
- Performs caretaker accounting to calculate any amounts owed to the caretaker, overpayments to caretaker, and refunds to obligor.
- Forwards audits to state office for review and any manual adjustments to the Child Support Enforcement's automated system.
- Communicates and substantiates information necessary to reconcile audits in the field with those at the state office and conveys verbal permission to change any discrepancies found in the review of the audit.
- Reviews all manual adjustments to the Child Support Enforcement's automated system and all financial narratives recorded in the system for accuracy, completeness and

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- compliance with state and federal regulations, ensuring all monies due to be distributed have been distributed correctly and reporting all issues to supervisor.
- Represents BCSE by testifying in court proceedings as to the accuracy and interpretation of case financial history and policies that affect said history, and prepares case financial history to be entered into evidence in court proceedings.
- Provides financial training and direction to new employees as well as case managers, supervisors, and BCSE Attorneys. May also review the work of these individuals to ensure compliance with state and federal child support policy.
- May meet with caretakers and obligors to discuss and explain BCSE financial policy and the impact of that policy on the financial history of the cases involved.
- Prepares and maintains productivity and status reports and statistics as requested by supervisors.
- Completes special projects assigned by supervisors.
- Attends ongoing training sessions to maintain a working knowledge of policies and procedures.

Knowledge, Skills and Abilities

- Knowledge of methods, resources, schedules and forms available to locate information.
- Knowledge of the Child Support Enforcement's automated system in review of the information relating to obligation of support, financial data, collection and distribution of support payments maintained in each case.
- Ability to read, comprehend and communicate federal and state laws, rules, and regulations and policies pertaining to child support enforcement collection and distribution.
- Ability to record pertinent facts, perform moderately complex mathematical calculations, maintain records, plan and organize work effectively and independently while operating under time constraints applicable to the priority established for specified duties.
- Ability to select the most effective method to process audits exercising independent judgement.
- Ability and knowledge to complete complex and multiple entry arrearage computations and to reconcile accounts for arrearage to the state and others.

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Knowledge, Skills and Abilities (cont'd)

Ability to communicate and maintain effective working relationships, both orally and in writing, articulating complex financial information to associates, administrator, case managers, attorneys, and in court proceedings.

Ability to use a personal computer, its various software programs as well as standard office equipment including copier, fax, calculator.

Minimum Qualifications

Training: Graduation from a standard four-year high school or the equivalent

Experience: Four years of full-time or equivalent part-time paid experience in accounting, auditing, bookkeeping, credit investigation, debt collection, tax document preparation, or paralegal work **OR** two years of experience in a Child Support Technician classification.

Substitution: College hours from an accredited college or university, related business school training, or vocational training may be substituted through an established formula for the required experience.

Established: 06/19/03
Effective: 08/01/03