

CHILD SUPPORT TECHNICIAN 1

Nature of Work: In a training capacity, acquires the ability to perform entry level financial duties necessary to conduct audits of Bureau for Child Support Enforcement (BCSE) cases at either a BCSE field office or the BCSE State Office Financial Unit, including 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. Through formal classroom training, and on-the-job training, job assignments are designed to develop 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 and establishment of support actions. Requires strict confidentiality in regards to BCSE information. Performs related work as required.

Distinguishing Characteristics: This is an entry level position with a probationary period of 12 months. As proficiency is acquired, incumbent may be assigned more complex duties with diminished oversight and direction. In the Child Support Technician 1 position, employee's work product is reviewed by the supervisor prior to completion of audit. Upon recommendation by the supervisor and successful completion of a twelve (12) month probationary period as a Child Support Technician 1, the Child Support Technician 1 will be advanced to Child Support Technician 2.

Examples of Work

Participates in formal classroom and on-the-job training to develop familiarity with BCSE financial policies and procedures, federal and state laws and regulations.

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 the automated database 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

CHILD SUPPORT TECHNICIAN 1 (CONT'D)**Examples of Work (cont'd)**

- 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 child support agencies in other states, if necessary. Reviews valid legal documents and court orders in the case and evaluates the accuracy as entered in the Child Support Enforcement's automated system.
- Posts moderate to complex financial information to a financial spreadsheet to determine balances.
- Performs caretaker accounting to calculate any amounts owed to the caretaker, overpayments to caretakers and refunds to obligors.
- Forwards audits to state office for manual adjustments to Child Support Enforcement's automated system.
- Communicates and substantiates information necessary to reconcile audits in the field with those at the state office and grants 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 compliance with state and federal regulations, ensuring all monies due to be distributed have been distributed correctly and reporting all issues to supervisor.
- Provides explanation of case financial work upon request by staff.
- Prepares and maintains productivity and status reports and statistics as requested by supervisors.
- Completes special projects assigned by supervisors.

Knowledge, Skills, and Abilities

- Ability to learn 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 learn methods, resources, schedules and forms

CHILD SUPPORT TECHNICIAN 1 (CONT'D)

Knowledge, Skills and Abilities (cont'd)

- available to locate information.
- Ability to select the most effective method to process audits exercising independent judgement.
- Ability and knowledge to complete computations and to reconcile accounts for arrearage to the state and others.
- Ability to communicate and maintain effective working relationships, both orally and in writing, with associates, administrators, case managers, and attorneys.
- Ability to learn 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 use a personal computer and 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:** Two years of full-time or equivalent part-time paid experience in accounting, auditing, bookkeeping, credit investigation, debt collection, tax document preparation, or paralegal work.
- 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: 07/17/03
Effective: 09/01/03