

CHILD SUPPORT SPECIALIST 1**Nature of Work**

Under close supervision, performs entry level child support enforcement work. Through formal classroom training and on-the-job training, job assignments are designed to develop familiarity with child support laws, regulations, and policies and the program and services of the Bureau for Child Support Enforcement (BCSE). Will work closely with other Child Support Specialists. Performs related work as required.

Distinguishing Characteristics

This classification is entry level with a training period of twelve (12) months where employees perform beginning level child support case work in processing cases through location, case development, initial notice to non-custodial parents regarding obligation and child support enforcement involvement. Under close supervision, the Child Support Specialist 1 acquires knowledge and abilities leading to the independent management of a case load in child support enforcement services. The Child Support Specialist 1 will interact with a variety of professional practitioners in the legal community as well as other agencies. This classification requires monthly evaluation and progress monitoring by supervisory staff. Upon recommendation by the supervisor and successful completion of the twelve (12) month probationary period as a Child Support Specialist 1, the Child Support Specialist 1 will be advanced to Child Support Specialist 2.

Examples of Work

- Acquires the knowledge and abilities to manage a caseload in the area of child support enforcement.
- Becomes familiar with agency policy and state and federal law.
- Locates parents, assets, and sources of income.
- Calculates the child support formula.
- Attends hearings to gain experience, assist legal staff, or give testimony regarding specific cases.
- Completes application for services, explains policy as it relates to cases.
- Researches legal sources such as statutes, court opinions, rules and regulations.
- Drafts complaints and other legal documents for use by the BCSE Attorney.
- May direct clerical personnel in the preparation of legal documents for BCSE Attorney.

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

Compiles case information by reviewing public documents, interviewing customers or gathering information from other agencies.

Prepares and maintains case files for the BCSE Attorney.

Prepares summaries and reports, as needed.

Evaluates cases to determine appropriate legal and administrative actions, under guidance of the BCSE Attorney, in compliance with state and federal laws.

Performs beginning level work in responding to customer service inquiries to include resolution of less complex case issues.

Composes routine correspondence.

Acquires interviewing techniques and skills.

Maintains confidentiality of information.

Knowledge, Skills and Abilities

Ability to learn federal and state child support laws.

Ability to learn and apply BCSE policies and regulations.

Ability to learn and use the Child Support Enforcement automated system.

Ability to learn the procedures of the court system and legal proceedings and principles pertaining to child support enforcement.

Ability to communicate well with others, including unwilling or hostile customers.

Ability to effectively interview clients to gather information.

Ability to use basic keyboard data entry.

Ability to work in team setting.

Ability to learn job related software programs.

Minimum Qualifications

Training: Bachelor's degree from an accredited four-year college or university.

Substitution: Successful completion of a paralegal or legal secretarial training program may substitute for two years of the required training **OR** full-time or equivalent part-time paid experience in a legal setting which required performing legal research, reading and interpreting laws, preparing legal documents and assisting in the preparation and assessment of case files under the supervision of an attorney **OR** in debt collections, credit investigations, criminal investigations, law enforcement, **OR** as an Economic

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CHILD SUPPORT SPECIALIST 1 (CONT'D)

Minimum Qualifications (cont'd)

Service Worker, Child Support Technician 1, 2, or 3, or Family Support Specialist **OR** any combination thereof may substitute for the college training on a year-for-year basis.

Special Requirement: Availability of a vehicle for continuous use may be a requisite of employment.

Established: 7/17/03
Effective: 9/1/03