

CHILD SUPPORT SPECIALIST 2**Nature of Work**

Under limited supervision, performs full-performance level case management work in child support enforcement. Manages a full caseload in providing services of the Bureau for Child Support Enforcement. Performs related work as required.

Distinguishing Characteristics

Under limited supervision, provides full-performance child support services. Employees assigned to positions at this level will have more independence of action and will have successfully completed a one-year probationary period as a Child Support Specialist 1. The Child Support Specialist 2 will interact with a variety of professional practitioners in the legal community, as well as other agencies. The Child Support Specialist 2 is distinguished from the Child Support Specialist 3 by the complexity of assignments.

Examples of Work

Has the knowledge and abilities to manage a caseload in the area of child support enforcement.
Familiar with agency policy and state and federal law.
Locates parents, assets, and sources of income.
Calculates the child support formula.
Attends hearings to 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.
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 to recommend to the BCSE Attorney, in compliance with state and federal laws.
Handles routine and moderately difficult customer service inquiries.
Composes routine correspondence and assists supervisors with complex correspondence.

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Examples of Work (cont'd)

Maintains interviewing techniques and skills.
Maintains confidentiality of information.

Knowledge, Skills and Abilities

Knowledge of federal and state child support state laws.
Knowledge of BCSE policies and regulations.
Knowledge of Child Support Enforcement automated system.
Knowledge of the procedures of the court system and legal proceedings and principles pertaining to child support enforcement.
Knowledge of job related software programs.
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.

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

Experience: One year of full-time or equivalent part-time paid experience as a Child Support Specialist 1 or in a position performing duties as listed above.

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

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