

**CHILD SUPPORT SPECIALIST 3****Nature of Work**

Under limited supervision, performs advanced level case management work in child support enforcement. Employees at this level perform advanced level work as a lead worker in the regional offices with the highest difficulty and complex cases such as interstate, foster care, and disputed paternity, and unusually sensitive or complex cases and for lead worker positions in the above Central Office Units with subordinate Child Support Specialist I and II positions. Will mentor and train other Child Support Specialists and be a back-up to the supervisor when they are out of the office. Performs related work as required.

**Distinguishing Characteristics**

Employees in this classification will have previously served as a Child Support Specialist 1 and 2.

Under limited supervision, a Child Support Specialist 3 provides advanced level child support services. Employees assigned to positions at this level will have greater independence of action. Interacts with a variety of professional practitioners in the legal community, as well as other agencies. Must be able to assess the customer's needs and the posture of the case and determine appropriate course of action. Performs advanced level work with the highest difficulty and complex cases such as interstate, foster care, and disputed paternity. Will serve as a lead worker and will mentor and train other Child Support Specialist and be a back-up to the supervisor when they are out of the office.

**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.

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

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 customer service inquiries of all levels of difficulty.

Composes correspondence of all levels of complexity.

Assists BCSE Attorney with complex litigation.

Maintains interviewing techniques and skills.

Maintains confidentiality of information.

Mentors/trains Child Support Specialist I and II.

Participates in regional or statewide projects.

Demonstrates advanced ability to master the technical aspects of the Child Support Enforcement's automated system.

Engages in community outreach.

May serve as a back-up for the supervisor.

**Knowledge, Skills and Abilities**

Knowledge of federal and child support state laws.

Knowledge of BCSE policies and regulations.

Knowledge of Child Support Enforcement's 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 handle more than one task at a time.

Ability to use basic keyboard data entry.

Ability to train others.

Ability to work in team setting.

## CHILD SUPPORT SPECIALIST III (CONT'D)

**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 I, II, and III, or Family Support Specialist **OR** any combination thereof may substitute for the college training on a year-for-year basis.

**Experience:** Three years of full-time or equivalent part-time paid experience as a Child Support Specialist I or in a position performing duties as listed above.

**Promotion Only:** Two years of full-time or equivalent part-time paid experience in the Child Support Specialist I or II classifications.

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

Established: 7/17/03  
Revised: 10/1/09  
Effective: 02/26/10