

CHILD SUPPORT SUPERVISOR 2**Nature of Work**

Under limited supervision, performs full performance supervisory work overseeing a local (county) office or over units in the Central Office which supervise Child Support Specialists and other support and clerical staff. Work is reviewed by superiors through results produced or information obtained in meetings. Performs analytical assessments of the highest complexity with regard to child support case processing and/or financial data to determine compliance with federal and state legislation and BCSE policy. Responsible for ensuring the accuracy and completeness of subordinate staff's work product. Trains subordinate staff and other staff with respect to changes in federal, state, and BCSE policy concerning case processing and distribution and allocation and guidelines and procedures. Interprets and analyzes relevant policy relating to case processing and to financial distribution and allocation into understandable processes to be incorporated into subordinate staff's procedures. Performs reviews of cases which may be of a sensitive nature. Oversees and directs the work of subordinate staff. Maintains workflow and reviews to ensure the timely delivery of quality customer service to a broad spectrum of BCSE customers. May represent the agency before committees, field offices and to customers. Researches other agencies' databases to determine accurate data and history for accurate case management for the Bureau. Performs other work as required.

Distinguishing Characteristics

The Child Support Supervisor 2 is for supervisory positions in a local (county) office or over units in the Central Office which supervise Child Support Specialists and other support and clerical staff. Would be a working supervisor performing related work of a more advanced level than those supervised.

Example of Work

- Plan, organizes, directs and evaluates processes; designs and monitors workflow and operational processes.
- Establishes controls, such as quotas and quality assurance procedures, to ensure that work is properly completed and deadlines are met.
- Reviews cases to determine priority levels and assigns appropriately.
- Reviews completed and/or outgoing audits to determine employee's training needs and act on information accordingly.
- Reviews and approves requests for checks to customers (manual and computer generated).
- Prepares and maintains records and reports for superiors to document activities and to evaluate the performance of subordinates.
- Assesses staff training needs, development and professional growth, and recommends incentives or corrective action, as appropriate.
- Train employees in work methods, procedures, and office policies.
- Interprets and applies departmental policies and regulations for subordinate staff and others.
- Provides input in changes to policy.

CHILD SUPPORT SUPERVISOR 2 (CONT'D)**Example of Work (con'td)**

- Interprets and applies departmental policies and regulations for employees.
- Evaluates and maintains records for work quality of staff.
- Assists staff, including supervisory personnel, with completing audits.
- Confer with policy coordinators, trainers, managers, directors, General Counsel, and the Commissioner with solving case problems of a complex nature.
- Plans and conducts unit meetings and individual staff conferences in order to promote staff development and professional growth.
- Monitors, evaluates and assists the technical staff in development of enhanced programming that pertain to the Child Support Enforcement's automated system.
- Assists subordinates in overall operations of programs and policies.
- Answers questions and solves problems of a complex nature for, and with, subordinates.
- Revises work procedures to align with changes in state and federal laws and programs.
- Recruits, interviews, hires and trains professional staff, as needed.
- Approves attendance reports, leave and travel requests, and work schedules in accordance with personnel policies.
- Responds to grievance issues within the mandated time frames.
- Performs employee performance appraisals, recommends disciplinary actions and monitors work schedules.
- Counsel employees.
- Ensures that equipment, supplies and materials are available to complete work.
- May act as backup manager in immediate supervisor's absence.
- Based on assignment, may have daily contact with other entities, such as other state agencies, employers, attorneys, customers, etc.
- Other duties as assigned.

Knowledge, Skills and Abilities

- Knowledge of federal and state laws relating to child support.
- Knowledge of the Bureau for Child Support Enforcement's automated system.
- Knowledge of and ability to apply principles and practices of supervision.
- Knowledge of office methods, procedures and techniques for technical specialty practice.
- Knowledge of child support policies.
- Ability to plan, direct, and evaluate the work of employees to analyze information, draw conclusions, find inconsistencies and formulate solutions.
- Ability to communicate effectively, orally and in writing.
- Ability to establish and maintain effective relationship with directors, managers, employees and other staff.
- Ability to make composite detailed reports based on individual reports of subordinates.
- Knowledge and ability to perform full-performance work of the unit along with personnel issues.

CHILD SUPPORT SUPERVISOR 2 (CONT'D)

Minimum Qualifications:

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

Substitution: Four years of 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, or 3, or Family Support Specialist **OR** any combination thereof with at least two of those years in a supervisory capacity may substitute for the college training on a year-for-year basis.

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

Special Requirements: Availability of a car for continuous use is a requisite of employment.

Established: 7/17/03

Effective: 9/01/03