

**DESCRIPTION:** Under general supervision, reviews applications, establishes paper and computer case records. Establishes and enforces paternity and court orders for child support and medical support using legal and administrative processes. Obtains financial information from parties to calculate child support guidelines; drafts legal documents under the direction of an attorney; performs related work as required.

**DISTINGUISHING CHARACTERISTICS:** (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is the first classification level of three within the Child Support Enforcement class series. Incumbents in this class series provide services to assist in obtaining and enforcing child support and medical support that is ordered by the court and collaborate among federal, State, and local governments in all 50 states and U.S. territories. Positions at this level are primarily involved with gathering information for attorneys, establishing cases, and maintaining a caseload while ensuring compliance of federal and State requirements.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Manages a child support enforcement caseload.

Interviews noncustodial parent delinquent in child support, obtains financial information, and explains the legal basis and remedies for collection of current and delinquent child support.

Drafts, under the direction of an attorney, petitions to establish paternity and/or an equitable order for support and obtains the client's signature.

Drafts, under the direction of an attorney, stipulations and voluntary wage assignments for the non-custodial parent's signature so additional money can be obtained to purge delinquencies.

Drafts, under the direction of an attorney, garnishments, contempt actions, and withhold and transmit to enforce support obligations from uncooperative noncustodial parents.

Under the direction of an attorney, negotiates and enters into agreements with noncustodial parents for additional monies to purge delinquencies.

Files, after the attorney's approval, all legal documents with the appropriate Clerk of the District Court and monitors the time frames for legal service, completion of interrogatories and answers by the noncustodial parent to ensure timely progression of the case through the court system.

Personally interviews clients on sensitive matters involving a child born out-of-wedlock to obtain information which may be used in court to establish paternity, to explain the legal process of establishing paternity and/or an order for support and the basis for completion of legal documents.

Schedules genetic testing to establish paternity, witnesses the procedure for the legal "chain of evidence", and identifies the alleged/noncustodial parent and client for the court.

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Files the petition with the Clerk of the District Court, schedules a hearing date and monitors the petition to ensure that it is served on the alleged/noncustodial parent and/or the alleged/noncustodial parent answers the petition to ensure statutory time frames are met.

Researches and verifies, at the request of another state, noncustodial parent information by reviewing legal documents for correctness and accuracy to ensure filings are appropriate to establish/collect support for another state.

Monitors payments and initiates administrative enforcement actions, (i.e. Income Withholding, License Suspension, Administrative Attachment),

File with the Clerk of the District Court to establish an order for support, to register a foreign support order, or enter to pursue income withholding.

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: all agency child support programs, policies, procedures and requirements, child support statutes; child support court rules regarding timeliness of case actions; paralegal functions; the Aid to Dependent Children program; office procedures including the organization of data and using computer systems programs; the uniqueness of families, children and their cultural diversity; community resources and how to access them; interagency collaboration; confidentiality and guidelines for the release of information.

Skill in: the techniques of interviewing for collecting customer information, gaining rapport, and assessing customer needs; providing customer service; analyzing facts and evidence to recommend appropriate legal or administrative action; using time management and organizational tools; reviewing and evaluating information in relation to general guidelines and specific criteria.

Ability to: communicate effectively with customers and/or reticent or hostile individuals from a variety of socio/economic, cultural, and educational backgrounds; conduct in-depth interviews to gather sensitive and personal information and identify needs; apply problem solving techniques to a variety of different circumstances in order to provide appropriate services; interpret and apply program rules and regulations with a high degree of accuracy; calculate solutions to mathematical problems involving addition, subtraction, multiplication, division, fractions, decimals and percentages; organize and manage work flow, prioritize, and multitask; write clear, concise, and non-judgmental narratives and other material; explain and describe agency programs, policies, procedures, and requirements to individuals; work in teams in order to meet or exceed their goals; meet timelines with a level of accuracy, integrity, professionalism, customer service and motivation; work in fast paced environment with minimal supervision; network with other professionals; maintain confidentiality and abide by all acceptable standards in safeguarding information.

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**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Two years of work experience in a health and /or human services field or 24 semester hours of post high school education in behavior sciences, public/business administration, social sciences or closely related field OR any combination of education and experience that equates to two years in human services, behavioral sciences, public/business administration, social sciences, or a closely related field; experience with computer software programs.

**LEGAL REQUIREMENTS:**

None

**SPECIAL NOTE:**

Specific positions in this class may require bilingual skills in Spanish and English.

Specific positions in this class may require employee to possess a valid driver's license or the ability to provide independent authorized transportation. May require overnight travel.

State agencies must evaluate each of their positions to determine their individual overtime eligibility status. FLSA regulations state positions cannot be exempted based on job title; rather the duties and responsibilities of each position must be evaluated by application of FLSA exemption criteria.