

STATE OF NEBRASKA CLASS SPECIFICATION
CHILD SUPPORT ENFORCEMENT OPERATIONS SPECIALIST

EST: 06/00 – REV: 01/16
CLASS CODE: **C73682**

DESCRIPTION: Under general supervision, incumbent works in a Central Service location to review and resolve questions/inquiries from individuals and public entities regarding child support administrative enforcement programs; review files; recommend and initiate administrative enforcement actions; represent the State at administrative hearings; and analyze court orders for possible modifications and intra/interstate collection/distribution issues; performs related work as assigned.

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

This is the second classification level of three within the Child Support Enforcement class series (Worker, Operations Specialist, and Supervisor). 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. The Child Support Enforcement Operations Specialist has oversight and input related to administrative procedures and involvement in problem resolution. Incumbents in this classification also initiate administrative enforcement actions and attend administrative hearings pursuant to the implemented administrative actions. This classification is distinguished from the Child Support Enforcement Supervisor in that it does not have full supervisory responsibilities.

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.)

Evaluate applications, court orders and other legal documents for completeness and accuracy. Obtains and interprets any existing court orders. Determines legal jurisdiction and decides appropriate actions such as administrative enforcement actions and modifications.

Receive, research, and resolve inquiries regarding collection and distribution problems resulting from intra and interstate child support payments. For example, misdirected and lost payments, incomplete information from the court system or system related errors. Obtain and interpret information required to accurately calculate the amount of the Nebraska State Debt and debt due the custodial parent.

Collects and evaluates collateral information utilized to document employment, property holdings and other sources of income on custodial and non-custodial parents. Interviews individuals to obtain and/or clarify sensitive information utilized as basis for administrative proceedings.

Receive research, resolve and respond to inquiries or suspense's from custodial and non-custodial parents, general public, child support enforcement agencies, attorneys, District Court clerks, state and federal agencies and elected officials. Compose correspondence for signature of Child Support Program officials, Director of DHHS and the Governor.

Determine individual's ability to pay a lump sum payment in settlement of the Nebraska State Debt. Negotiate the amount of the payment and make the decision to accept or decline the settlement offer. Negotiate lump sum payment and/or payment plan with non-custodial parents for the release of their passport. Negotiate full or partial payment of the Nebraska State Debt for a release of lien on real property.

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Promote and organize the Nebraska Hospital Paternity Project. Provide training and on-site visits to hospitals to promote an effective program. Prepare and analyze reports to determine the effectiveness of program.

Interpret and apply the Code of Federal Regulations, State statutes and the Nebraska Administrative Code to implement various administrative procedures or to research and address inquiries and/or problems related to various administrative procedures such as Tax Refund Intercept, license suspension, withholding from Unemployment Insurance Benefits, Consumer Credit Reporting Program and Property Lien Program. Represent the State at Administrative hearings pursuant to implemented administrative actions.

Provides training on various Child Support Enforcement programs as needed.

Receive and analyze all incoming interstate Title IV, Part D cases to ensure that documentation is complete, determine appropriate jurisdiction for the establishment/enforcement of support orders. Research and respond to inquiries received from other states.

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

Knowledge of: all agency child support programs, policies, procedures and requirements; State and Federal regulations and statutes concerning child support program; district court system and proceedings; 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 reticent or hostile individuals from a variety of socio/economic, cultural, and educational backgrounds; research, interpret and apply federal, State and agency laws, statutes, policies, procedures or rules to individual and unique circumstances; effectively evaluate appeals to determine if various criteria are satisfied; explain and describe agency and child support programs, policies, procedures and requirements to clients, parents, public, attorneys and other individuals; develop and maintain an effective working relationship with a variety of individuals and resolve customer concerns; compose correspondence for signature of Child Support Program officials, Director of DHHS and the Governor; research complex issues, report findings and make recommendations to Child Support Enforcement Administration; 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; organize and manage work flow, prioritize, and multitask; write clear, concise, and non-judgmental narratives, letters, and other material; provide training on various programs as needed; 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.)

A Bachelor's degree in a closely related area such as: social work; counseling/guidance; psychology; sociology; human development; mental health care; education; criminal justice; public or business administration; accounting; law enforcement; or English.

OR

24 semester hours of post high school coursework in social work; counseling/guidance; psychology; sociology; human development; mental health care; education; criminal justice; public business administration; accounting; law enforcement English or a closely related area.

AND

Two years of experience in eligibility determination for major Income Maintenance programs or child support services; in developing contacts with local community organizations and their resources and experience in other areas of social services delivery involving close contact with client/applicants OR in a judicial or law enforcement organization or credit and collections organizations involving close contact with clients/applicants in a decision-making role.

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.