



## **CHILD SUPPORT OFFICER I**

**DEFINITION:** Performs a wide variety of child support duties consisting of maintaining a caseload, locating and interviewing custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support obligations and enforcing child support laws; arranges for support payments when possible; prepares cases for court hearings as necessary; and performs related work as required.

**ESSENTIAL JOB DUTIES:** Working under close supervision, Child Support Officer I is the entry/trainee level in the Child Support Officer series. Employees in this class received in-service training, and are given detailed instructions in the performance of duties related to child support laws, regulations and a broad range of child support casework activities. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Child Support Officer II after one (1) year of satisfactory performance at the entry/trainee level.

### **EMPLOYMENT STANDARDS**

**Education/Experience:** Two (2) years of full-time clerical experience which included interaction with the public; OR One (1) year of full-time experience performing debt collections duties which included interviewing others for the purpose of collecting information; OR One (1) year of full-time experience performing duties of a Child Support Assistant I or Office Assistant II in a Child Support Services Department; OR Completion of 60 semester or 90 quarter units of college.

**Knowledge of:** Civil and criminal law, and Federal and California laws and regulations pertaining to the establishment, and enforcement of child support obligations; sources, methods and techniques used to locate non-custodial parents, relatives and related persons, assets, income, and liabilities; techniques and methods for establishing paternity; Child Support specific collection methods and techniques; legal terminology used when explaining legal procedures to customers or the public; when and how to prepare and process a variety of child support related legal documents in a clear and concise manner; the structure and content of the English language; basic mathematics and business arithmetic, including addition, subtraction, multiplication, division, fractions, percentages and decimals.

**Ability to:** Apply specialized Federal child support laws and procedures as they apply to intergovernmental and international cases; explain child support procedures,

regulations, and requirements to individuals from a wide variety of educational and cultural backgrounds; use effective interviewing techniques to interview a wide variety of people, over the telephone and in person; use patience, tact and courtesy in firmly dealing with people who may be uncooperative, unreasonable, angry, upset or hostile; collect DNA samples to establish paternity; use sound independent judgement to analyze factual information, situations, and people, understand financial records such as tax records, income and expense reports, and employer earnings records to determine the amount of child support payment obligations; compile multiple pieces of information clearly and concisely into an organized and understandable written report or oral presentation; organize work and set priorities in order to meet critical deadlines with minimal direction; exercise initiative within the limits of assigned duties; maintain the confidentiality of sensitive or personal information; establish rapport and maintain effective working relationships with coworkers, courts, attorneys, other agencies, and the public; be flexible and supportive of change; prioritize multiple assignments having conflicting deadlines; effectively use computer and other resources to prepare and manage cases.