

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV38881
Job Class Code:	770	Salary Schedule:	AREG
EEO Category:	06	Grade:	11
Workers Comp Code:	8832		

Job Code Established:	10/16/92	Effective Date:	
Job Code Revised:	06/01/13	Effective Date:	

JOB CODE SERIES: Child Support Payment Compliance Services

JOB CODE TITLE: CHILD SUPPORT SERVICES TECHNICIAN I

HRIS TITLE: CSS TECH I

CHARACTERISTICS OF THE CLASS: Typically reports to a Child Support Services Unit Supervisor, working under general supervision. Has the authority to access selected automated systems; initiate, research and gather forms, legal documents and pertinent information for case file preparation for use by CSE Officers; advise current status of child support cases for other jurisdictions and custodial/non-custodial parents. Performs clerical and administrative office related work of average difficulty in support for an assigned child support enforcement unit; organizes and establishes case files; prioritizes client applications; researches and gathers information from case files and automated information systems; determines appropriate documents and correspondence to notify absent parent and client of pending actions which affect their case. Work product consists of CSE case files processed and maintained; statewide CSE caseload index maintained; URESA petitions processed; court orders and payment histories obtained. Responsible for answering written status requests and telephone calls or properly routing in a polite, professional and timely manner.

EXAMPLES OF DUTIES: Prepares case files for child support petitions to be processed by the child support enforcement work unit. Receives and responds to telephone inquiries from child support enforcement staff, client and/or absent parent. Assists in answering correspondence received from child support enforcement staff, client, and/or absent parent. Processes routine child support establishment and enforcement activities; initiate assignment of rights to support; obtains court orders and other legal documents, etc., to complete and maintain case files. Maintains case files in both manual and automated systems, such as updating, initiating, and recording case history. Consults manual of policy and procedures to ensure actions to be taken are in keeping with laws or rules. Confers with supervisor on regular basis, discussing work processes, incidents, problems and plans, and receiving advice, counseling and instruction. Maintains statistical records for the completion of State and Federal audits and reports. Reads and reviews agency rules, policy, procedures and directives which interpret Federal and State laws, regulations and policies governing the child support program. Reads incoming correspondence, memoranda or reports; plans and formulates responses, subsequent action or routes to files. Performs related work as required.

WORK CONDITIONS: Contact by phone or face-to-face with clients, absent parents, some of whom may be irate, hostile and uncooperative.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: Division rules, policy and procedures which interpret Federal, State and agency laws governing establishment of paternity, child support obligations, wage withholding and the enforcement of court orders; organizational structure and functions pertaining to the agency's child support program; administrative processes for collecting child support payments; mathematical calculations; selected automated systems; prioritization and preparation of case files.

Skill/Ability to: Following verbal and written instructions given by Unit Supervisor or Child Support Services Officers; analyzing situations and determine appropriate course of action in maintaining case records; performing mathematical calculations; preparing and maintaining case records; making case determinations as to current status, applying laws, rules and regulations; oral and written communications; interpersonal relationships.

EXPERIENCE AND EDUCATION: Typical ways to obtain the KSAs would be: One year work experience as a Clerk Typist II in Arizona State Service, Division of Child Support Services; or two years' work experience in records preparation and maintenance, and gathering, researching and retrieving information and/or documentation. Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted.