

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV38883
Job Class Code:	770	Salary Schedule:	AREG
EEO Category:	02	Grade:	16
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 OFFICER I

HRIS TITLE: CSS OFFCR I

CHARACTERISTICS OF THE CLASS: Works under close supervision from a CSS Unit Supervisor during initial learning stages of difficult legal procedures in the application of child support enforcement rules, regulations, policies and procedures. Has the authority to make decisions regarding data verification; collect and compile documents for litigation; interpret child support enforcement regulations. Performs a variety of routine to average difficult work obtaining information for child support enforcement proceedings (i.e., paternity, establishment, and enforcement) in a CSS unit; locates absent parents for the purpose of collecting support money for current child support, child support obligation arrearages, and for reimbursement of State money expended; reviews and analyzes case files; determines appropriate legal actions to be initiated; collects pertinent documents and information; drafts correspondence; interviews individuals who are parties to the case; establishes paternity; establishes and enforces child support obligations/payments (financial, medical, etc); collects child support for distribution to the applicant or state; may prepare and file pleadings for court actions. Work product consists of Federal and State Welfare expenditures reimbursed; legal file and documents completed for court process; child support orders enforced; child support collections increased; child support payments collected and distributed; establishment of paternity; real property liens prepared and forwarded for review; establishment of child support orders. Responsible for timely and accurate processing of assigned cases and related documents; initiating action and resolving customer complaints in an efficient and professional manner.

EXAMPLES OF DUTIES: Determines daily work priorities to effectively manage assigned caseload; reviews day-pull list, new case files, buck slips, phone messages, correspondence, and supervisory requests in accordance with established guidelines for setting priorities. Reviews case files of a routine nature to identify missing information/paperwork needed to process child support requests to complete the paternity, establishment, or enforcement action. Locates absent parents, through location leads and/or child support enforcement technician, and obtains needed information to complete the paternity, establishment, or enforcement. Calculates current and arrearage amounts in order to establish debt for absent parent and to recover expended state funds, past court order child support, interest, expenses and/or administrative costs. Prepares legal documents (using pre-designed forms), such as pleadings, motions, intercepts, orders of assignment, modification orders, stipulations, orders to appear, etc., to initiate, process, or finalize various paternity, establishment, or enforcement oriented legal and administrative actions and submitting it to the unit supervisor for review and approval. Explains federal, state, and agency rules and regulations, policies, procedures, and guidelines, court orders, and administrative remedies to inform client and absent parent of their respective rights and responsibilities regarding child support. Negotiates stipulated agreements with absent parent to reach an out of court agreement for child support utilizing structured agency policy and procedures. Enters case update information into computer databases in order to maintain current, accurate case records. Reviews case file to identify appropriate and available sources of revenue and prepares/issues administrative enforcement actions such as wage assignments, liens, tax/lottery intercepts, and/or unemployment insurance payment assignments. Responds to routine requests regarding case status, etc. from client, absent parent and other state agency or legal system staff in order to provide current information regarding

case status, etc. and communicates appropriate information to requesting party. Assists client and/or absent parent in completing administrative forms associated with paternity, establishment and/or enforcement actions. Provides designated information to on-site medical staff and assists in monitoring the DNA testing process in order to ensure correct identity of alleged father, natural mother, and child by verifying proper identification documents for persons tested. May refer cases for special project activities, including roundups and mass advisements, and submits them to the unit supervisor for approval. Performs related work as required.

WORK CONDITIONS: Long hours of phone or face-to-face contact with clients and absent parents, some of whom may be irate, hostile and uncooperative; manages and maintains a high volume workload; works under stringent quantitative and qualitative productivity standards.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: Federal, State and agency laws, regulations, rules and policies governing the child support enforcement program; investigative practices and procedures; methods and techniques used in collecting child support payments; selected automated systems; case management principles and techniques; interviewing techniques; legal system, documents and procedures applicable to child support enforcement activities.

Skill/Ability to: Interpreting court orders and judgments to facilitate calculating current and arrears child support obligations and related, recoverable child support oriented expenses; using automated information and case management systems; maintaining and organizing caseload; using interviewing techniques to obtain needed information; preparing administrative documents required for child support enforcement oriented activities. Determining appropriate child support enforcement action to be taken based on individual case data and established policies, procedures, regulations, and guidelines; checking case file records to ensure all appropriate information is present; oral and written communications to establish and maintain an effective working relationship with a diverse group (clients, co-workers, attorneys, and other court and legal system staff); interpersonal relationships.

EXPERIENCE AND EDUCATION: Typical ways to obtain the KSAs would be: Two years of work experience as a Child Support Services Technician II in Arizona State Service or the equivalent in another jurisdiction; OR Associate degree and paralegal certification through an institutionally accredited program. Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted.