

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV38884
Job Class Code:	770	Salary Schedule:	ASRRDCSE
EEO Category:	02	Grade:	18
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 II

HRIS TITLE: CSS OFFICER II

CHARACTERISTICS OF THE CLASS: Works under general supervision from CSS Unit Supervisor in the application of child support enforcement rules, regulations, policies and procedures. Has the authority to determine appropriate work methods and remedies within established judicial, quasi-judicial or administrative guidelines; negotiate stipulations and settlements for attorney approval; collect, compile and refer evidence for litigation. Performs the full-range of journey level duties associated with child support enforcement activities; locates absent parents to collect and enforce child support obligations/ payments; 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; communicates with various judicial jurisdictions; establishes and enforces child support orders; collects child support for distribution to the applicant or state; establishes paternity; prepares and files pleadings for court actions (e.g. contempt petitions, wage assignments, etc.); assists in training and providing technical assistance to subordinate level staff; may act in the absence of unit supervisor. 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; training of subordinate staff completed. Responsible the quality and timeliness of work products, courtesy and effectiveness in provision of child support services to clients, absent parents, state agencies and judicial entities.

EXAMPLES OF DUTIES: Determines daily work priorities in order 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 file to identify missing paperwork needed to process child support requests by comparing file contents to the guidelines for information needed to complete the paternity, establishment, or enforcement action. Obtains needed information in order to complete the paternity, establishment, or enforcement action by researching information in computer databases, requesting assistance from technical staff, and/or contact the client, absent parent, or other agency and legal system officials. 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/administrative actions and submits 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. Monitors DNA testing process in order to ensure correct identity of alleged father, natural mother, and child, by verifying proper identification documents for persons tested. 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. Enters case update information into computer databases in order to maintain current and accurate case records. Responds to requests regarding case status, etc. from client, absent parent and other state agency/legal system staff in order to provide current information regarding case status, etc. and communicates appropriate information to requesting party. Refers cases for special project activities, including roundups and mass advisements, and submits them to the unit supervisor for approval. Assists in training and, as delegated supervising unit workload in order to facilitate efficient and effective work flow by monitoring type, complexity and number of cases assigned to each staff member and adjusting assignments, as necessary, to maintain equity. 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; administrative processes for collecting child support payments; selected automated systems; case management principles and techniques; interviewing techniques; legal documents and procedures applicable to child support enforcement activities; court and legal system processes related to child support enforcement.

Skill/Ability to: Analyzing and 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; using interviewing techniques to obtain needed information; preparing administrative documents required for child support enforcement oriented activities; maintaining and organizing caseload; determining appropriate child support enforcement action to be taken based on individual case data and established policies, procedures, regulations, and guidelines; 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: One year experience as a Child Support Services Officer I in Arizona State Service or the equivalent in another jurisdiction. Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted.

SPECIAL SELECTION FACTORS: Completion of courses in Establishment of Paternity, Establishment of Support and Child Support Enforcement Training.