

CLASSIFICATION SPECIFICATION

FLSA:	EXP	Job Code:	ACV38886
Job Class Code:	770	Salary Schedule:	ASRRDCSE
EEO Category:	02	Grade:	20
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 Series

JOB CODE TITLE: CHILD SUPPORT SERVICES UNIT SUPERVISOR

HRIS TITLE: CHILD SUPP SVCS UNIT SPV

CHARACTERISTICS OF THE CLASS: Works under general supervision of assigned CSS Program Manager, exercising discretion and independent judgment within established child support enforcement policies and procedures. Has the authority to organize, train and supervise staff in child support enforcement program; assign work to and evaluate performance of subordinate staff; audit, evaluate and approve cases and decisions of CSS Officers. Supervises a child support enforcement unit, in a satellite child support enforcement office, engaged in child support establishment, enforcement and related activities; performs ongoing evaluation of staff performance; advises staff on difficult child support case issues; plans and schedules caseloads; establishes priorities; trains child support enforcement staff; researches and prepares administrative reports; handles and resolves the most complex, sensitive and/or high profile child support enforcement cases; determines and coordinates child support cases for special project activities (i.e., roundups and mass advisements). Work product consists of functioning satellite work unit; trained subordinate staff; child support cases scheduled, completed and processed within established time frames; child support enforcement laws and policies enforced and complied with; technical advice provided to subordinate staff; staff performance evaluations; child support case roundups and mass advisements. Responsible for making work assignments and establishing priorities; timeliness and quality of work products; effectiveness and accuracy of work unit; all personnel related activities in a timely and professional manner.

EXAMPLES OF DUTIES: Resolves technical or procedural work problems and questions presented by subordinate staff. Instructs, guides, and counsels subordinate staff in carrying out a variety of tasks. Reviews and verifies completed work for quality control. Manages unit's workload in order to facilitate efficient, effective work flow by monitoring type, complexity, and number of cases assigned to each staff member and adjusting assignments, as necessary, to maintain equity. Reviews work flow of unit and recommends procedural changes to accommodate new work activities. Establishes and maintains work standards, procedures, methods and rules. Trains professional, technical and support staff in new and/or revised child support enforcement policies, procedures, regulations and guidelines in order to facilitate efficient, effective case processing by explaining policies, procedures, regulations, and/or guidelines, answering questions and resolving day to day operations problems. Coordinates special project activities, including roundups, ten most wanted list, and mass advisements, by reviewing case files submitted by subordinate staff, determining if they meet the criteria for the special project and submitting them to the CSS Program Manager for approval. Coordinate independent/decentralized office functions including building security, repairs, office equipment repairs and handling building emergency situations. Composes correspondence dealing with subject matter in established ways but allowing for some discretion in treatment. Confers with local, state and federal enforcement officials to obtain information to use in locating persons. Compiles information for and writes periodic reports on activities of the work unit. Reads and interprets federal, state, and local codes, laws, and regulations to prepare reports or utilize in work activities. Confers with manager, presenting and resolving difficult problems, including supervisory problems, discussing plans and actions, and making decisions. Determines materials and supplies necessary to fill needs of an office; evaluates needs by examining projected work

and work products, and selects from available alternatives. Attends staff meetings of work unit as chairperson, directs discussions, explains, listens, guides problem-solving processes, resolves conflicts, participates and leads in decision-making. Attends staff meetings of work system under direction of manager; gives and receives information helpful in work system operation. Performs related work as required.

WORK CONDITIONS: Stress from contact with irate and hostile clients and absent parents.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: Principles and practices of supervision and leadership; Federal, State and agency laws, regulations, rules and policies governing the appropriate work assignment; administrative processes for collecting child support payments; applications of automated office devices and systems; general legal system, terminology, practices and procedures applicable to child support enforcement activities.

Skill/Ability to: Applying supervisory and leadership techniques; applying and interpreting Federal, State and Agency laws, regulations, rules and policies governing the appropriate work assignment; analyzing and recommending resolutions to problems; using automated office devices and products; oral and written communications; interpersonal relationships as applied to contact with subordinate staff, clients, absent parents, court officials and representatives of in-state and out-of-state agencies.

EXPERIENCE AND EDUCATION: Typical ways to obtain the KSAs would be: Two years work experience equivalent to a CSS Officer 2 in Arizona State Service Any combination of training and experience that meet the knowledge, skills, and abilities (KSAs) may be substituted.