

CLASSIFICATION SPECIFICATION

FLSA:	EXP	Job Code:	ACV38888
Job Class Code:	770	Salary Schedule:	AREG
EEO Category:	02	Grade:	22
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 PROGRAM MANAGER

HRIS TITLE: CHILD SUPP SVCS PRG MGR

CHARACTERISTICS OF THE CLASS: Works under direction of Section Administrator, exercising discretion and independent judgment in the application of program rules and regulations and agency policies and procedures. Has the authority to interpret policies; make decisions on work procedures and priorities within program operations area; organize, train and supervise staff in child support enforcement program; assign work to and evaluate performance of subordinate supervisors and staff. Manages, through subordinate unit supervisors, satellite child support enforcement offices, the agency's child support operations system that assists clients in the collection of child support payments from absent parents; plans, implements and evaluates child support programs for assigned operations program area; establishes operational objectives and reviews activities; establishes administrative and statistical reports; coordinates programs/functions; interprets and training on policies and procedures; advises supervisors and staff on complex issues; coordinates programs and procedures with judicial, quasi-judicial and administrative entities at varying levels of government. Work product consists of functioning satellite work units; trained subordinates; child support cases completed, scheduled and processed; child support enforcement laws and policies enforced and complied with; technical advice provided to subordinate supervisors and staff; staff performance evaluations. Responsible for the effectiveness of the program operations area; quality and timeliness of work products; courtesy and effectiveness in child support program services to applicant recipients and absent parents; for supervising and evaluating subordinate staff; 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. Devises a schedule of work for self and subordinate staff on an as needed basis. Participates in planning, implementation, and communication of new and/or revised child support enforcement policies, procedures, regulations and guidelines in order to facilitate effective case processing. Reviews work flow of unit and recommends procedural changes to accommodate new work activities. Establishes and maintains work standards, procedures, methods and rules. Establishes and maintains work standards, procedures, methods and rules. Trains new staff on the job to perform tasks that will become part of everyday work routine. Instructs staff members in proper use of a complex system of methods, procedures, rules and regulations, utilized by the work system. 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 units. Reads and interprets federal, state, local codes, laws, and regulations to prepare reports for utilization in work activities. Coordinates independent/decentralized office functions including building security, repairs, office equipment repairs and handling building emergency situations. Confers with Section Administrator, presenting and resolving difficult problems, including supervisory problems, discussing plans and actions, and making decisions. Determines material 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 management; gives and receives information helpful in work system operation. Performs related work as required.

WORK CONDITIONS: Stress from contact with irate and hostile clients, absent parents; travel as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: Principles and practices of management and supervision; Federal, State and agency laws, regulations, rules and policies governing the appropriate work assignment; investigative and interviewing practices and methods; 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 selecting resolutions to problems; using automated office devices and products; oral and written communications; interpersonal relationships as applied to contact with subordinate supervisors, clients, absent parents, professionals, paraprofessionals, agency and department administrators, and judicial administrative entities.

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