**Job Title:** Child Support Specialist

**FLSA –** Non-Exempt

**Status:** Full Time **Introductory Period**: 6 months

**Supervision Received:** Works under the direct supervision of the Director of Human Services. This is an entry-level professional position

**Supervision Exercised:** None

The following statements are illustrative of the duties and responsibilities of the position. Custer County retains the right to change the duties and responsibilities on the position.

**Job Summary**

The Child Support Specialist is responsible for initiating locate, intake, establishment, enforcement, or interstate actions for the establishment of paternity, establishment of a support order, enforcement of a support order, and the collection of current and delinquent child support.

Ensures that all State, Federal, and contractual time frames are met concerning establishing and or enforcing child support orders. The specialist interviews customers by telephone and in person to determine service needs and to identify legal issues.

The position requires the ability to work with customers in all stages of the child support process through both scheduled and unscheduled interviews.

**Essential Job Functions:**

Conducts interviews with custodial and non-custodial parents.

Accesses system data, including the state specific system(s), and appropriate internet resources to obtain relevant case information.

Prepares cases and the necessary legal and/or administrative documents for review and approval by staff attorney and/or administrator/supervisor designee.

Monitors cases for delinquencies and modifications and takes enforcement actions, as appropriate.

Calculates current child support amounts in accordance with Child Support Guidelines and DHS rules and regulations.

Calculates child support arrears and other financial adjustments.

Completes necessary analysis and child support calculations to ensure child support payments are distributed and disbursed in accordance with state, federal, and contractual requirements.

Responds to telephone inquiries and attends to requests for service from walk-in customers, in a professional manner. Accesses automated case records and provide case status information to customers, as necessary.

Records in the automated and/or hard copy case file all necessary information related to the establishment and/or enforcement of a child support obligation.

Maintains confidentiality and security of case information.

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Regular and timely attendance.

**Peripheral Duties:**

* Performs other duties as appropriate or necessary for performance of the job.
* Attends meetings, classes and training.
* Communicate clearly and concisely, both verbally and in writing.
* Maintain a positive working relationship with all County divisions, departments and elected official offices to coordinate department activities with other Counties and Special Districts.

**Job Related Knowledge and Skills:**

Excellent organizational, written, and verbal communication skills; ability to perform comfortably in a fast-paced, deadline-oriented work environment; ability to successfully execute many complex tasks simultaneously; and ability to work as a team member, as well as independently.

Knowledgeable of theories and principals of casework practice and child protection, theories and child development, and development.

Knowledgeable of principles and practices of case management.

Knowledgeable and understanding of Colorado Children’s Code.

Ability to communicate and work with professionals and clients from a variety of ethnic and cultural backgrounds.

Ability to communicate clearly, professionally and effectively verbally and in writing.

Ability to remain professional, analyze complex situations and respond appropriately under stress.

Ability to work under pressure and/or frequent interruptions.

Ability to read, analyze, and interpret common scientific and technical journal, financial reports, and legal documents.

Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

Ability to effectively present information to management, public groups, and other directors.

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Ability to work as a team member.

Ability to complete tasks within established deadlines.

Ability to effectively process and maintain files and prepare reports.

**MINIMUM EDUCATION / EXPERIENCE REQUIRED:**

Graduation from high school or GED equivalency. Six (6) months full time, paid or unpaid, experience involving extensive public contact. Familiarity with an office environment including the use of automated systems is desired.

**Special Requirements**

Must be able to pass a Nationwide background check including fingerprints to CBI (criminal record), fingerprints to FBI (criminal record).

**License or Certification**

None

**Tools & Equipment Used**

This position requires the use of standardized office equipment including but not limited to – desk top computer and associated software.

Personal computer, including word processing, spreadsheet, data base, email, and scheduling applications; printers, copy machine and fax machine; telephone and voice mail; audio and video monitoring and recording equipment; still and video cameras; automobile.

**Working Environment**

The duties will usually be handled in an office environment. There will be time spend interacting with staff, preparing reports, interacting with the public and media.

The noise level in the work environment is usually moderately quiet.

**ELEMENTS OF CONTACT**

Personal contact with any individual of the public is normally an everyday occurrence. Hand-to-hand exchanges of documents, money, personal property and other items may be required. Face-to face verbal communications between the member and an individual is often required. The member's anticipated contact with blood, body fluids, or other medical hazards are rare. The member should have adequate time to take precautionary and protective measures.

**Physical Demands**

The physical demands of the position must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is required to sit, talk and hear and is frequently required to stand, walk, and use hands to finger dexterity to perform clerical functions of the position. The employee is occasionally required to reach with hands and arms, and must regularly lift and /or move up to 10 pounds, frequently lift and/or move up to 50 pounds, and occasionally lift and /or move up to 50 pounds. Accommodations can be negotiated for physically challenged applicants.

Specific vision abilities required by this position, ability to distinguish objects in low and bright light using visual capacity including peripheral vison, depth perception, color vision and near and far vision.

The employee is frequently required to manipulate office and similar other equipment, tools and materials; and to participate in routine conversation in person or vis telephone. This position is occasionally required to stoop, kneel/bending crouching, crawling, twisting, and reaching and reaching.

**COGNITIVE DEMANDS**

English Language Comprehension:

Requires the ability to listen to, read, understand and communicate the English language so that others are able to understand. This must be done both orally and in writing, at the level appropriate for the position held.

Information Ordering:

Requires the ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules.

Memory:

Requires the ability to remember directions and processes for all essential duties; requires remembering facts; requires remembering the gist of past conversations, situations and events.

Attention:

Requires focus for long periods of time; concentration on details and thoroughness in completing work tasks; filtering out distractions, ignoring irrelevant information.

Deductive Reasoning:

Requires the ability to apply general rules to specific situations to produce results that make sense.

Problem Solving:

Requires the ability to tell when something is wrong or is likely to go wrong. Requires the ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems. Requires the ability to reflect on strategy, plan, adopt an approach, and change direction if not working.

Mathematical Reasoning:

Requires the ability to choose the right mathematical methods or formulas to solve a problem.

Active Learning:

Requires understanding the implications of new information for both current and future problem-solving and decision-making. Requires selecting and using training/instruction appropriate for the situation.

Time Management:

Requires employee to manage his/her own time and the time of others effectively so that tasks get done in an efficient manner and deadlines are met.

Cooperation:

Requires being dependable, willing to take on responsibilities and challenges, exerting maximum effort toward completing essential duties, persistent in problem solving, adaptable to change (positive or negative), honesty, and being pleasant to others.

Perceptiveness:

Requires being aware of others’ reactions, and understanding why they react as they do.

Monitoring:

Requires assessing the performance of yourself, other individuals, and/or the organization to make improvements or take corrective action.

*All job descriptions have been reviewed to ensure only the essential functions and basic duties have been included. Peripheral tasks, only incidental related to each position, have been included. Requirements, skills and abilities included have been determined to be minimal standards required to successfully perform the position. In no instance however, should the duties, responsibilities and requirements be interpreted as all-inclusive. Supervisors as deemed appropriate may assign additional functions and requirements.*

*In accordance with Americans with Disabilities Act (ADA), it is possible requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which may pose undue hardships on the organization.*

*This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the need of the employer and requirements of the position change.*

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Employee Signature Date