



<b>WORKING TITLE:</b> CHILD SUPPORT SPECIALIST	<b>CLASSIFICATION:</b> OFFICE SPECIALIST TECHNICIAN
<b>DEPARTMENT:</b> DISTRICT ATTORNEY	<b>DIVISION:</b> SUPPORT ENFORCEMENT
<b>PAY RANGE:</b> OPEU 12	<b>FLSA CATEGORY:</b> NON-EXEMPT
<b>PHYSICAL REQUIREMENTS:</b> ATTACHED	<b>WORKERS COMP CODE:</b> 8810
<b>PPE:</b> PER WORK LOCATION	<b>REVISION DATE:</b> APRIL 2021

### **JOB DESCRIPTION**

***GENERAL STATEMENT OF DUTIES:***

Establishes, modifies and enforces child support orders by deciding needed action, initiating and authorizing administrative and judicial legal action and preparing cases for hearing. Reads and interprets child support orders and other legal documents as they relate to the child support case. The CSS conducts investigations to establish paternity, locate the non-custodial parent, and determine the ability to pay, analyze account records, and distribute child support payments. The CSS provides case management services as they relate to child support cases.

The CSS will act as a generalist with responsibility to perform all or most the duties of the Senior Office Specialist and Office Specialist Technician. The CSS may answer day-to-day questions and provide technical peer training for other CSS's in addition to performing ongoing activities.

This is the second level of a three-level series. Increased responsibility for independent decisions and the responsibility to provide the full range of child support services distinguish it from the first (entry) level.

***SUPERVISION RECEIVED:***

Works under general supervision of the District Attorney's Office Administrator. Work will be reviewed and training provided by the Senior Child Support Specialist.

***SUPERVISION EXERCISED:***

Supervision for this classification is not required.

**DUTIES AND RESPONSIBILITIES INCLUDE ESSENTIAL FUNCTIONS OF POSITIONS ASSIGNED TO THIS CLASSIFICATION. DEPENDING ON ASSIGNMENT, THE EMPLOYEE MAY PERFORM A COMBINATION OF SOME OR ALL OF THE FOLLOWING DUTIES:**

- **Child Support Orders**
  - Identify cases needing a support order by reviewing case documentation, completing legal forms, gathering income information, and performing support calculation to establish support order. Request, review and evaluate paternity affidavits for accuracy and information necessary to initiate action, including obtaining sworn statements. Once documents are received, complete and file legal documents to establish paternity. Receive modification requests verbally or in

writing. Approve or deny requests based on requirements. If request is approved, decide the type of modification process needed and file modification order. Identify forms necessary to establish or modify an order. Investigate noncustodial parents' assets, employment and availability of health insurance to decide ability to pay.

- Gather wage information from parties to the support case, computer sources, administrative subpoena and Oregon Wage Guide. Use information and research and apply child support guidelines to calculate correct support obligation. Prepare and notarize forms for service. If not contested, enter final order into the court system. Access computer screens and update information. Upon receipt of a hearing request, prepare the case for hearing by scheduling depositions, obtaining financial or medical records, developing witness lists, and coordinating the appearance of witnesses. Act as the agency representative to explain the agency's actions at the hearing.
- Obtain and verify information to assist in enforcement of child support orders. Investigate noncustodial parent's assets and employment. Assess the ability to pay child support and availability of health insurance. Analyze financial records for collection potential. Decide and initiate the appropriate collection method. Contact debtor to decide ability to pay or appropriateness of contempt action.
- When the noncustodial parent lives in another state, provide full range of interstate child support services. This includes, developing cooperative working relationships with other states' district attorneys, private attorneys, and child support program representatives; addressing procedural questions with the public; respond to requests for information; participating in out-of-state administrative hearings; and coordinating the collection with out-of-state support agents or district attorneys.
- **Case Management**
  - Interview customers to gather information and gain cooperation to establish and enforce paternity and child support orders. Assess the relationship and services needed between the non-custodial parent and his/her children.
  - Identify potential barriers that would prevent the non-custodial parent from providing child support. Assist in resolving the needs of the non-custodial parent by suggesting community resources that help obtain employment and life skills. Coordinate with community resource workers to monitor progress of non-custodial parent and continue to identify barriers to payment of child support orders.
  - Refer customer to community resource agencies that may assist in helping to meet child support responsibilities. Work with public and private agencies to encourage and support family self-sufficiency.
  - Identify when child support enforcement actions might increase the potential for domestic violence and work with other agencies to assure family safety. Use enforcement remedies to meet plan outcomes.
  - Research and respond to inquiries from the public, other jurisdictions and public/private organizations. Explain regulations, laws and procedures to the general public and public/private partners.

## **JOB SPECIFICATION**

### **KNOWLEDGE OF:**

- Office procedures and alphabetical filing.
- Confidentiality rules, especially those specific to program area.
- Appropriate Agency partners and community resources.
- Research techniques including electronic search methods.
- Computers and associated software, as well as use of internet and internet search tools and relevant social media.
- Statutes, regulations, policies, procedures and guidelines of programs administered by the District Attorney's Office and the Oregon Child Support Program at an extensive level.

### **SKILL IN:**

- Organizing materials and documents and accurately maintaining records.
- Developing and maintaining professional relationships.
- Communicating orally and in writing.
- Assessment, identification of barriers, and resource referral as it relates to management of child support caseload
- Exercising judgment and discretion in applying rules and policies to situations that may not be routine.
- Providing training and direction to peers and lower level Child Support Specialist.

### **ABILITY TO:**

- Respond to general & specific questions regarding the Oregon Child Support Program, inclusive of the ability to accurately provide information in reference to case status and refer to appropriate program partners.
- Effectively deal with persons in difficult and stressful situations.
- Maintain cooperative professional relationships with customers, peers, supervisors, managers, and the community in general.
- Write concisely and perform administrative tasks, including documenting via electronic systems.
- Operate in the Microsoft Windows environment inclusive of using Excel, database management and record keeping programs.
- Answer questions and assist junior-level employees in child support orders and case management.
- Attend work as scheduled and/or required.

### **MINIMUM EXPERIENCE AND TRAINING:**

High school diploma AND two years related child support experience. Considerable experience within the Child Support Program as a case manager is required.

### **OTHER REQUIREMENTS:**

Ability to secure and maintain a driver's license valid in the state of Oregon, or an acceptable alternative means of transportation. May be required to drive a County vehicle. Employees authorized to operate a private vehicle on County business are required to carry a valid driver's

license and liability insurance minimums as outlined in ORS 806.070.

May be subject to successful completion of a background check.

**WORK ENVIRONMENT/PHYSICAL DEMANDS SUMMARY:**

The incumbent typically works in an office environment and uses a computer, telephone and other office equipment as needed to perform duties. The noise level in the work environment is typical of that of an office. Incumbent may encounter frequent interruptions throughout the workday.

The employee is regularly required to sit, talk, or hear; frequently required to use repetitive hand motion, handle or feel, and to stand, walk, reach, bend or lift up to 20 pounds regularly and 30 pounds occasionally.

Contact with the public in home or office environments may risk exposure to irrational/hostile behavior, contagious diseases, or contact with domestic animals.

*The physical demands are representative of those that 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.*

*This job description in no way states or implies that these are the only duties to be performed by an employee occupying this position. Employees may be required to perform other related duties as assigned, to ensure workload coverage. Employees are required to follow any other job-related instructions and to perform any other job-related duties requested by their supervisor. This job description does NOT constitute an employment agreement between the employer and employee and is subject to change by the employer as the organizational needs and requirements of the job change.*

*The job specification requirements stated are representative of minimum levels of knowledge, skills, and abilities to perform this job successfully. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above so that the employee will possess the abilities or aptitudes to perform each duty proficiently.*