



WORKING TITLE: SUPPORT ENFORCEMENT DIVISION SUPERVISOR	CLASSIFICATION: PROGRAM SUPERVISOR
DEPARTMENT: DISTRICT ATTORNEY	DIVISION: SUPPORT ENFORCEMENT
PAY RANGE: NBYCM 19	FLSA CATEGORY: EXEMPT
PHYSICAL REQUIREMENTS: ATTACHED	WORKERS COMP CODE: 8810
PPE: PER WORK LOCATION	REVISION DATE: FEBRUARY 2020

JOB DESCRIPTION

GENERAL STATEMENT OF DUTIES:

Supervises organization, planning, and implementation of all functions of the Child Support Division in accordance with County, State and Federal policies. Provides supervision and technical assistance to staff members as well as delegates work, provides direction and reviews work, as necessary. Develops and provides training to department staff, advisory groups, and other agencies. Responsible for a variety of confidential and advanced administrative support duties of considerable complexity.

SUPERVISION RECEIVED:

Works under the general supervision of the District Attorney or designee, with considerable independent judgment.

SUPERVISION EXERCISED:

Supervises Support Enforcement Division staff and volunteers or other District Attorney Office staff as assigned by the District Attorney.

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:

- Leads, plans, organizes, reviews, and supervises the work of division employees in carrying out responsibilities related to Support Enforcement case management, processing child support orders, data collection, managing case files, preparing reports, and performing fiscal and budget management.
- Holds staff accountable for outcomes and ensures compliance with pertinent federal, state and local laws, codes and regulations, as well as industry-standard best practices.
- Reviews performance, prepares performance evaluations, and develops workplans for staff.
- Serves as the expert and main contact for all support enforcement processes.
- Reviews reports for accuracy and completeness and submits reports to proper authority.
- Composes correspondence, reports, forms, memos, and confidential documents related to child support and personnel matters.

- Attends meetings to represent the division or District Attorney's Office, as directed.
- Acts as file retention officer; responsible for proper archiving of all child support financial and employee records according to State of Oregon archive retention schedule.
- Analyzes budget histories and expected revenues. Prepares quarterly reports and annual budget for the Child Support Division for County, State and Federal Governments.
- Participates in committees and organizations pertaining to child support enhancement as appropriate.
- Provides information by phone or in person to ensure compliance and understanding of the child support rules, regulations, or functions.
- Responsible for administrative review hearings related to objections to tax intercepts and wage withholdings.
- Prepares and analyzes reports, weekly and monthly financial reports.
- Collects and compiles accurate statistical reports.
- Ensures that the activities of the program are conducted in a manner that is consistent with department policy and procedures.
- Reviews, audits, and interprets operational data to assess need for procedural revisions and enhancements. Participates in the development and implementation of operating policies and procedures.
- Reviews and interprets pending legislation, statutes, and administrative rules pertinent to operation of the division.
- Serves as Division contact for audits or quality assurance reviews conducted by the Oregon Department of Justice Child Support Program.
- Advises the DA Office Administrator of staffing and budget needs.
- Undertakes special projects as assigned.
- Performs other duties as assigned.

JOB SPECIFICATION

KNOWLEDGE OF:

- Leadership and supervisory principles and practices, including planning, organizing, directing, motivating, and decision-making.
- Child support policies and procedures, both administrative and judicial.
- Statutes, regulations, policies, procedures, and guidelines of programs administered by the District Attorney's Office and the Oregon Child Support Program
- Financial and statistical record keeping.
- Report writing.
- Basic accounting principles.
- County collective bargaining agreement and pertinent labor laws.
- Origin and Microsoft Office, including Outlook, Word, and Excel.
- Confidentiality rules.

SKILL IN:

- Establishing and maintaining effective working relationships with other employees,

clients, organizations, and the public.

- Developing, implementing, and administering work processes.
- Interpreting, analyzing, and reconciling data within the accounting system.
- Personnel development and supervision.
- Effective communication, both orally and in writing.

ABILITY TO:

- Work under minimum supervision and demonstrate strong initiative.
- Supervise and train employees, including organizing, prioritizing and scheduling work assignments to meet timelines.
- Address issues involving multiple variables in an organized manner within the scope of the position.
- Make independent decisions when circumstances warrant.
- Recognize, evaluate, solve problems, and correct errors, and to develop processes that eliminate redundancy.
- Use independent judgement to escalate issues to manager as necessary.
- Conceptualize workflow, develop plans, and implement appropriate actions.
- Complete assignments in timely and accurate manner.
- Attend work as scheduled and/or required.

MINIMUM EXPERIENCE AND TRAINING:

Associate's degree in business administration or a related field required. A bachelor's degree from an accredited four-year college or university with major course work in business or public administration, management, or related field is preferred. Five (5) years' support enforcement experience preferred. Any satisfactory equivalent combination of experience and training which ensures the ability to perform the work may substitute for the above.

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.

Subject to successful completion of a background check. Must pass Department of Justice trainings related to security and confidentiality of data in order to be unaccompanied and perform work duties within the Child Support Office. Must be able to obtain LEDS certification.

Possession or ability to obtain Notary Public Certification.

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. Work also may involve travel to meetings. 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.

Contact with the public 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.