



Child Support Officer

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
CHILD SUPPORT OFFICER I	5540	B12	\$33,840 - \$49,798
CHILD SUPPORT OFFICER II	5541	B14	\$37,144 - \$55,134
CHILD SUPPORT OFFICER III	5542	B16	\$40,918 - \$61,130
CHILD SUPPORT OFFICER IV	5543	B18	\$45,521 - \$71,055
CHILD SUPPORT OFFICER V	5544	B20	\$51,158 - \$81,351

GENERAL DESCRIPTION

Performs child support work involving conducting investigations to locate or trace absent parents and to determine or establish paternity, enforcing court orders of child support, and assisting in preparing case documentation and monitoring cases. Employees may specialize in one or more child support functions such as location, establishment, or enforcement.

EXAMPLES OF WORK PERFORMED

Conducts investigations to locate or trace absent parents.

Reviews and assesses cases to develop implementation strategies and determines appropriate case actions.

Prepares various documents relating to legal and administrative actions necessary to establish or enforce child support orders.

Responds to inquiries concerning case status.

Documents actions taken relating to cases.

Performs related work as assigned.

DESCRIPTION OF LEVELS

Examples of work and descriptions are meant to progress through the levels. For example, an employee at level V may also perform work listed within the previous levels.

Note: *Factors that may distinguish between the entry and journey levels include the degree of independence in performing the work; the complexity of the work; the scope of responsibility; and the employee's related experience, education, and certifications. Employees at the journey levels may independently perform the full range of work identified within current or previous levels and may assist others in performing work of greater complexity.*

CHILD SUPPORT OFFICER I: Performs entry-level child support work. Works under close supervision, with minimal latitude for the use of initiative and independent judgment. Employees at this level may have limited or no experience and spend the majority of their time performing simple to routine work following standard procedures.

CHILD SUPPORT OFFICER II: Performs routine (journey-level) child support work. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may rely on direction from others to solve problems that are not standard, occasionally assist other staff in performing work of greater complexity, and may:

- Monitor child support payments and refer delinquent cases for appropriate enforcement action.
- Explain program policies, procedures, and regulations to parents through individual interviews or seminars.
- Attend court with legal staff to update legal documents and assist in negotiations.

CHILD SUPPORT OFFICER III: Performs complex (journey-level) child support work. Works under general supervision, with limited latitude for the use of initiative and independent judgment. Employees at this level may:

- Review child support cases to ensure enforcement and compliance with child support laws.
- Review and resolve complaints concerning case status.
- Negotiate agreed orders or other voluntary settlements.

Note: *A senior-level employee (levels IV-V) may serve in a lead or supervisor role. Senior-level employees may perform the full range of work identified in the levels preceding their own, and/or may coordinator and/or oversee that work for others. Factors that may distinguish between senior levels include the scope of responsibility, oversight, and authority; and the nature, complexity, and impact of the work performed.*

CHILD SUPPORT OFFICER IV: Performs advanced (senior-level) child support work. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment. Employees at this level may:

- Initiate and conduct negotiations with noncustodial parents.

CHILD SUPPORT OFFICER V: Performs highly advanced (senior-level) child support work. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment. Employees at this level may:

- Initiate a high volume of telephone collection calls to maximize the continuous paying of child support.
- Provide child support-related training and technical assistance to office staff.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in interviewing and collections related to child support. Graduation from a standard senior high school or equivalent is generally preferred. Experience and education may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

For all levels

- Knowledge of child support laws, policies, principles, and practices; and investigative practices and techniques.
- Skill in interviewing, in conducting investigations, and in the use of a computer and applicable software.
- Ability to analyze, interpret, and evaluate information; and to communicate effectively.

Additional for Child Support IV – V levels

- Ability to oversee and/or to supervise the work of others.