



Child Support Officer II

Salary Group: B13

Class Code: 5541

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
CHILD SUPPORT OFFICER I	5540	B11	\$26,332 - \$41,355
CHILD SUPPORT OFFICER II	5541	B13	\$29,439 - \$46,388
CHILD SUPPORT OFFICER III	5542	B15	\$32,976 - \$52,045
CHILD SUPPORT OFFICER IV	5543	B17	\$36,976 - \$58,399
CHILD SUPPORT OFFICER V	5544	B19	\$42,244 - \$68,960

GENERAL DESCRIPTION

Performs routine (journey-level) child support work. Work involves conducting investigations to locate or trace absent parents and to determine or establish paternity, enforcing court orders of child support, preparing case documentation, and monitoring cases. Works under moderate supervision, with limited latitude for the use of initiative and independent judgment.

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.

Monitors child support payments and refers delinquent cases for appropriate enforcement action.

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.

Explains program policies, procedures, and regulations to parents through individual interviews or seminars.

Attends court with legal staff to update legal documents and assist in negotiations.

May specialize in one or more child support functions such as location, establishment, or enforcement.

May assist in negotiating agreed orders or other voluntary settlements.

Performs related work as assigned.

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

Knowledge of child support laws, policies, principles, and practices; and of 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.