



Child Support Officer V

Salary Group: B19

Class Code: 5544

CLASS TITLE	CLASS CODE	SALARY GROUP	SALARY RANGE
CHILD SUPPORT OFFICER I	5540	B11	\$29,332 - \$44,355
CHILD SUPPORT OFFICER II	5541	B13	\$32,439 - \$49,388
CHILD SUPPORT OFFICER III	5542	B15	\$35,976 - \$55,045
CHILD SUPPORT OFFICER IV	5543	B17	\$39,976 - \$61,399
CHILD SUPPORT OFFICER V	5544	B19	\$45,244 - \$72,408

GENERAL DESCRIPTION

Performs highly advanced and/or supervisory (senior-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. May supervise the work of others. Works under minimal supervision, with extensive latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Conducts investigations to locate or trace absent parents.

Monitors child support payments, ensures enforcement and compliance with child support laws, and refers delinquent cases for appropriate enforcement action.

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

Coordinates case assessments used to determine appropriate subsequent actions and reviews implementation strategies.

Initiates high volume of telephone collection calls to maximize the continuous paying of child support.

Responds to inquiries and resolves complaints concerning case status.

Assesses child support cases to determine appropriate action.

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 to negotiate case settlements.

Monitors cases and initiates communication with noncustodial parents to begin negotiations.

Negotiates agreed orders or other voluntary settlements.

Provides training and technical assistance to office staff.

May specialize in one or more child support functions such as location, establishment, enforcement, assessment, citizen's inquiry, or review and modification.

May supervise the work of others.

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 investigative practices and techniques.

Skill in interviewing, in applying investigative practices and techniques, and in the use of a computer and applicable software.

Ability to analyze, interpret, and evaluate information; to communicate effectively; and to supervise the work of others.