



Child Support Technician II

Salary Group: A13

Class Code: 5552

<u>CLASS TITLE</u>	<u>CLASS CODE</u>	<u>SALARY GROUP</u>	<u>SALARY RANGE</u>
CHILD SUPPORT TECHNICIAN I	5551	A11	\$26,332 - \$41,355
CHILD SUPPORT TECHNICIAN II	5552	A13	\$29,439 - \$46,388
CHILD SUPPORT TECHNICIAN III	5553	A15	\$32,976 - \$52,045

GENERAL DESCRIPTION

Performs highly complex (senior-level) child support program technical assistance work. Work involves preparing legal and administrative documents and correspondence, opening cases in the child support master file system, responding to inquiries regarding case and payment status, and coordinating dockets and paternity testing. May provide guidance to others. Works under limited supervision, with moderate latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Monitors case processing to ensure compliance with federal guidelines and child support policy.

Monitors computer databases to identify new or updated locate information.

Coordinates court dockets, paternity testing, and service of process.

Reviews child support cases to ensure completeness of information and documentation, and obtains missing information or documents from parents, court records, and other sources.

Prepares cases for court, which may include filing pleadings, setting cases on docket, monitoring service, and attending court as needed.

Prepares and reviews reports.

Enters, retrieves, and updates child support case information in child support computer systems.

Verifies location and employment information using all available sources.

Responds to inquiries concerning child support cases, provides case status and payment information, and explains child support policies and procedures.

Assists assistant attorneys general and child support officers in preparing cases for court and processing cases after court.

Assists in locating absent parents by using correspondence and telephone contact and researching electronic databases.

Assists in conducting seminars and interviewing custodial parents to gather additional information about absent parents.

May provide guidance to others.

Performs related work as assigned.

GENERAL QUALIFICATION GUIDELINES

EXPERIENCE AND EDUCATION

Experience in child support program work. Graduation from a standard senior high school or equivalent is generally preferred. Education and experience may be substituted for one another.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of office practices and administrative procedures, and legal practices and terminology.

Skill in the use of a computer and applicable software and systems.

Ability to provide professional customer service, to communicate effectively, and to provide guidance to others.