



Child Support Technician III

Salary Group: A15

Class Code: 5553

| CLASS TITLE | CLASS CODE | SALARY GROUP | SALARY RANGE |
|-------------------------------------|-------------|--------------|----------------------------|
| CHILD SUPPORT TECHNICIAN I | 5551 | A11 | \$29,332 - \$44,355 |
| CHILD SUPPORT TECHNICIAN II | 5552 | A13 | \$32,439 - \$49,388 |
| CHILD SUPPORT TECHNICIAN III | 5553 | A15 | \$35,976 - \$55,045 |

GENERAL DESCRIPTION

Performs advanced (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 serve as a lead worker providing guidance to others. Works under limited supervision, with considerable latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Coordinates and/or monitors case processing to ensure compliance with federal guidelines and child support policy.

Coordinates and/or prepares cases for court, which may include filing pleadings, setting cases on docket, monitoring service, and attending court as needed.

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 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.