

## **CHILD SUPPORT ASSISTANT**

**DISTINGUISHING FEATURES OF THE CLASS:** An incumbent in this class is responsible for assisting Child Support staff within the Ulster County Department of Social Services. The work is performed by use of computer software exclusive to a child support enforcement program and involves processing and reviewing referrals, assisting with the process of locating absent parents, assisting with conducting research, monitoring the payment of child and medical support ordered by the Family and Supreme Courts, and interviewing clients and reporting findings to higher-level employee. This work is performed in accordance with Federal, State, and local laws including the Family Court Act and Civil Practice Law and Rules. The work is performed under the direct supervision of a higher-level employee. Supervision is not a function of this class. Does related work as required.

**TYPICAL WORK ACTIVITIES:** The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Researches, creates cases, updates records and issues documentation such as compliance notices and petitions, utilizing computer software applications exclusive to the Child Support Enforcement program;

Maintains detailed electronic and paper records of child support cases with pertinent information such as contacts made and steps and action taken;

Interviews non-custodial and custodial parents or other responsible parties, in person or by telephone and reports findings to higher-level employee;

Responds to correspondence and phone calls from non-custodial or custodial parents or other responsible parties, courts, and employers, other governmental agencies, or authorized third parties regarding the accounts of support related cases;

Contacts insurance companies and employers to determine financial resources of individuals legally responsible for the support of others;

Reviews accounts in order to identify delinquent accounts requiring further action and reports findings to higher-level employee;

Processes and reviews referrals for completion;

Compiles information necessary to obtain Family Court orders which direct individuals to make support payments and/or provide medical insurance coverage;

Prepares written material necessary for the establishment and/or enforcement of court orders.

**FULL PERFORMANCE, KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:** Working knowledge of modern research techniques used in determining the location and financial status of individuals; working knowledge of methods used in account keeping and checking financial records and reports; ability to obtain necessary

information through skillful interviewing; ability to navigate the internet and utilize e-mail, word processing, and spreadsheet templates; ability to understand laws concerning support cases; ability to gain the cooperation of others; ability to prepare written material; emotional maturity; initiative; resourcefulness; tact; courtesy.

**MINIMUM QUALIFICATIONS:** Either:

- A. Possession of an Associate's Degree; **OR**
- B. Completion of 30-semester credit hours and one (1) year of full-time paid, or its' part-time equivalent experience in account keeping and interviewing involving public contact; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time paid or its' part-time equivalent experience in account keeping and interviewing involving public contact; **OR**
- D. An equivalent combination of training and experience as indicated in A, B and C above.

**Note:** Your degree or college credits must have been awarded or earned by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**Special Requirement:** Certain assignments made to employees in this class will require access to transportation to meet field requirements in a timely and efficient manner.

ULSTER COUNTY  
1249 CLD SUP AS  
Classification: Competitive  
Grade: 9A  
Union: CSEA

Adopted: February 3, 2023