

CHILD SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: An incumbent in this class is responsible for conducting research and interviews in order to determine the location and financial status of individuals who are legally responsible for the support of their dependents, within the Ulster County Department of Social Services. This position is located in 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 locating absent parents, establishing paternity and support for children born out of wedlock, and enforcing and monitoring the payment of child and medical support ordered by the Family and Supreme Courts. The incumbent also assesses the possibility of obtaining reimbursement of social services funds paid for the support of dependents. 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 general supervision of a higher level employee with considerable leeway allowed for exercise of independent judgment in carrying out the details of the work. 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 accounts, updates records and issues documentation such as compliance notices and petitions, utilizing two 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 Temporary Assistance, Medicaid, and Day Care recipients, applicants, relatives, neighbors and others in an effort to obtain information concerning the whereabouts of certain individuals;

Interviews unwed mothers in an effort to determine the feasibility of pursuing court action to establish paternity;

Interviews non-custodial and custodial parents or other responsible parties, in person or over the telephone;

Provides account status and explains the various administrative support enforcement processes allowed by law to non-custodial and custodial parents or other responsible parties;

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

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

Monitors child support payments in order to identify delinquent accounts requiring further action;

Assists the non-custodial parent with the appropriate compliance activity; such as issuance of compliance notices for re-instating driving privileges, release of liens against personal property or frozen bank accounts, etc;

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;

Represents the Support Collection Unit in Family/Supreme Court before Support Magistrates or Family/Supreme Court Judges and provides testimony relative to case records;

Reads, interprets and implements frequently changing written directives;

Prepares detailed financial account audits as necessary.

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 and interpret laws concerning support cases; ability to gain the cooperation of others; ability to prepare written material; ability to analyze facts and make logical conclusions and recommendations; ability to summarize data clearly and effectively while providing testimony in court; emotional maturity; initiative; resourcefulness; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or NYS registered college or university with an Associate's Degree and one year of full time paid, or it's part-time equivalent experience in account keeping and interviewing involving public contact; **OR**
- B. Completion of 30-semester credit hours from a regionally accredited or NYS registered college or university and two (2) years 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 three (3) 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.

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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

1251 CLD SUP SP

Classification: Competitive

Grade: 10A

Union: CSEA

Adopted: February 28, 2008

Revised: November 6, 2009