

## **COORDINATOR OF CHILD SUPPORT ENFORCEMENT**

**DISTINGUISHING FEATURES OF THE CLASS:** An employee in this class is responsible for coordinating and supervising the activities of the Child Support Enforcement program within the Ulster County Department of Social Services. The incumbent is responsible for overseeing the research work conducted by the Child Support Specialist, Senior Child Support Specialist and Principal Child Support Specialist, as well as financial record keeping, support collections and court actions. The work is performed under the general supervision of the Director of Resource Recovery with considerable leeway allowed for the exercise of independent judgment in planning and carrying out the specific operations of the unit. Supervision is exercised over all unit employees. 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.

Responsible for coordinating and supervising the overall activities of the Child Support Enforcement program, including overseeing all child support research work, financial record keeping, support collections and court actions;

Develops unit policies and procedures while adhering to Federal, State and local social services laws, policies and regulations as they relate to the enforcement and collection of financial support for dependent children;

Schedules and assigns cases to unit personnel;

Coordinates training for all employees on issues relating to the Child Support Enforcement program;

Conducts staff meetings to discuss updates and revisions to the laws and regulations pertaining to child support enforcement and collection;

Interprets Federal, State and local social welfare laws, policies and regulations as they relate to the enforcement and collection of financial support for dependent children;

Provides guidance and technical assistance to program personnel to ensure compliance with applicable laws, policies and regulations as they relate to the enforcement and collection of financial support for dependent children;

Establishes and maintains a close working relationship with the State Office of Child Support Enforcement, and other various local social service agencies;

Keeps abreast of changing Federal, State and local social welfare laws and programs as they relate to child support enforcement to ensure that the correct provisions are being met;

Evaluates program effectiveness and makes suggestions on necessary program modifications to the Director of Resource Recovery.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL**

**CHARACTERISTICS:** Comprehensive knowledge of modern research techniques used in determining the location and financial status of individuals; thorough knowledge of Federal, State and local social services laws, policies and regulations that govern the enforcement and collection of financial support for dependent children; good knowledge of the principles and practices of supervision; good knowledge of navigation of the internet; good organizational skills; ability to interpret and manipulate electronic records; ability to analyze facts and make logical conclusions and recommendations; ability to establish and maintain effective working relationships with others; ability to relate to a potentially difficult client population; ability to plan and direct the work of others; ability to prepare clear and accurate records and reports; ability to read, understand, interpret and apply complex written material such as laws, policies and regulations; good organizational skills; good judgment; initiative; resourcefulness; tact; courtesy; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Either:

- A. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree which includes coursework in criminal justice and two (2) years of full-time paid work experience in a position requiring the utilization of interviewing and modern research skills, one year of which was in a supervisory capacity; **OR**
- B. Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree which includes coursework in criminal justice and four (4) years of full-time paid work experience in a position requiring the utilization of interviewing and modern research skills, two (2) years of which were in a supervisory capacity; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time paid work experience in a position requiring the utilization of interviewing and modern research skills, three (3) years of which were in a supervisory capacity; **OR**
- D. An equivalent combination of training and experience as indicated in A, B or C above.

**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  
1760 COORD CSE

Revised: February 28, 2008

Classification: Competitive  
Grade: 16A  
Union: CSEA