

SENIOR CHILD SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class is responsible for supervising the work of Child Support Specialists and other subordinate staff within the Ulster County Department of Social Services. The work is carried out in accordance with established procedures and involves maintaining, creating and updating electronic records, issuing certain documents, court representation and testimony as well as supervising and participating in interviews to determine the location of individuals who are legally responsible for the support of their dependants. The class differs from that of Child Support Investigator by the complexity of work and supervisory responsibility. The work is performed under the general supervision of a higher level employee with considerable leeway allowed for the exercise of independent judgment. 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.

Supervises and participates in the interviewing of Temporary Assistance, Medicaid, and Day Care recipients, applicants, relatives, neighbors and others in an effort to obtain information concerning the whereabouts of certain individuals;

Supervises and participates in the interviewing of parents to determine the feasibility of pursuing court action to establish maternity or paternity or child or medical support orders;

Supervises and participates in the preparation of reports as necessary;

Maintains, creates, adjusts and updates detailed electronic records utilizing computer software applications exclusive to a child support program;

Issues documentation such as compliance notices and petitions;

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

Performs court follow-up and implements any court changes and updates the information electronically;

Establishes and maintains a cooperative working relationship with other government agencies for assistance in locating individuals;

Reviews the work of Child Support Specialists;

Assists in the training of subordinates in all aspects of their job;

Oversees the intake and assignment of cases in the Child Support Unit.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of modern research techniques used in determining the location and financial status of individuals; good knowledge of methods used in account keeping and checking financial records and reports; working knowledge of skillful interviewing; working knowledge of navigation of the internet, interpreting and manipulating electronic records and reports; ability to understand and interpret laws concerning support cases; ability to gain the cooperation of others; ability to plan and supervise the work 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 and Bachelor'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. Graduation from a regionally accredited or NYS registered college or university with and Associate's Degree and three (3) years of full-time paid, or it's 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 five (5) years of full-time paid or its' part-time equivalent experience in account keeping and interviewing involving public contact.
- D. An equivalent combination of training and experience as indicated in A, B and 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
6065 SR CLD SP
Classification: Competitive
Grade: 12A
Union: CSEA

Adopted: February 28, 2008
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