

**RESOLUTION NO. 2022 - 8722**

**APPROVE RESOLUTION UPDATING CHILD SUPPORT SERVICES DEPARTMENT  
JOB CLASSIFICATIONS AND BASE WAGES**

**WHEREAS**, Plumas County Personnel Rule 5 provides amendments to be made by resolution of the classification plan covering all positions in the County service; and

**WHEREAS**, during the fiscal year needs may arise to amend the Classification Plan; and

**WHEREAS**, the Human Resources Director has updated the job classifications for a Child Support Services and the base wages; and

**WHEREAS**, these job descriptions were outdated as well as the base wages compared to the other relative counties; and

**WHEREAS**, it is recommended that the County match the Cal HR- MERIT Systems job descriptions for continuity within the system and update the base wages to be competitive in recruitment.

**NOW, THEREFORE BE IT RESOLVED** by the County of Plumas Board of Supervisors as follows:

Approve Resolution for the updated job classifications in Exhibit A and new base wages.

<b>JOB TITLE</b>	<b>Current A Step</b>	<b>Proposed A Step</b>
Legal Clerk I	15.00	16.46
Legal Clerk II	16.54	18.09
Legal Clerk III	N/A	19.14
Child Support Asst I	15.00	15.90
Child Support Asst II	N/A	17.54
Child Support Asst III	N/A	18.37
Child Support Specialist I	15.75	18.42
Child Support Specialist II	16.54	19.82
Child Support Specialist III	18.23	21.49
Child Support Asst Director	23.88	33.56

The foregoing Resolution is duly passed and adopted by the Board of Supervisors of the County of Plumas, State of California, at a regular meeting of said Board held on the 9th day of August, 2022 by the following vote:

AYES: Supervisors Thrall, Ceresola, Hagwood, Engel, Goss  
NOES: Supervisors None  
ABSENT: Supervisors None  
ATTEST:

  
Heidi White, Clerk of the Board  
Kevin Goss, Chair, Board of Supervisors

## **CHILD SUPPORT ASSISTANT I**

### **DEFINITION**

Working under close supervision, Child Support Assistant I applies Federal, State and local codes, procedures, and rules to assist Child Support Specialists in securing current and delinquent child support payments; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Child Support Assistant I is the entry/trainee level in the Child support Assistant class series. Employees in this class receive in-service training, and are given detailed instructions in the performance of routine duties related to assisting Child Support Specialists in securing delinquent child support payments. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Child Support Assistant II after one year of satisfactory performance at the trainee level.

### **REPORTS TO**

Director of Child Support Services or Assistant Director of Child Support Services or as assigned.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **CHILD SUPPORT ASSISTANT I – 2**

### **EXAMPLES OF DUTIES**

- Assists Child Support Specialists in processing cases and preparing cases for court action according to established routine and procedures.
- Operates and uses an automated system to input and extract information and generate reports and documents.
- Develops, organizes and distributes documents for child support cases.
- Establishes and maintains child support files.
- Interviews individuals to obtain pertinent information related to child support cases.
- Responds to general inquiries from the public.
- Contacts and retrieves relevant information from other jurisdictions.
- Processes and distributes incoming correspondence, redirecting complex mail and/or transactions to other staff.
- Assists with the location of parents and the establishment of parent's support capability.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods, frequently stand and walk, normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computers, telephones, calculators, copiers, and FAX machines.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment, continuous contact with staff and the public.

## CHILD SUPPORT ASSISTANT I – 3

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Basic arithmetic.
- English usage, grammar and spelling.
- Use of computer terminals and basic data input and retrieval mechanisms.
- Good public relations techniques.

#### **Ability to:**

- Perform basic arithmetic calculations.
- Exercise tact, diplomacy, and flexibility.
- Understand and follow written and oral instructions.
- Maintain accurate records and files.
- Operate computer equipment.
- Work with computer databases and programs common to child support enforcement activities.
- Read, interpret and apply policies, procedures and regulations.
- Maintain confidentiality.
- Establish and maintain effective working relationships.

#### **Training and Experience:**

One (1) year of full-time general clerical experience.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Must pass a Department of Justice (DOJ) background check as required under IRS Publication 1075 as a condition of employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **CHILD SUPPORT ASSISTANT II**

### **DEFINITION**

Working under general supervision, Child Support Assistant II applies Federal, State and local codes, procedures, and rules to assist Child Support Specialists in securing current and delinquent child support payments; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Child Support Assistant II is the journey level in the Child Support Assistant class series. Employees at this level are expected to use independent judgment to perform the full scope of duties, which emphasize general, routine interviewing and information gathering, but not the full responsibilities of a caseload. Positions in this class are flexibly staffed and are normally filled by advancement from the lower/trainee level of Child Support Assistant I, or if filled from the outside, require prior related experience.

Child Support Assistant II differs from Child Support Assistant III in that the latter is the advanced journey level, and may provide lead direction to assigned staff. The Child Support Assistant series differs from the Child Support Specialist series in that the former assists Child Support Specialists in processing, preparing, and maintaining cases; while the Child Support Specialists perform the full range of case management activities.

### **REPORTS TO**

Director of Child Support Services or Assistant Director of Child Support Services or as assigned.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## **CHILD SUPPORT ASSISTANT II – 2**

### **EXAMPLES OF DUTIES**

- Assists Child Support Specialists in processing cases and preparing cases for court action according to established routine and procedures.
- Operates and uses an automated system to input and extract information and generate reports and documents.
- Develops, organizes and distributes documents for child support cases.
- Establishes and maintains child support files.
- Interviews individuals to obtain pertinent information related to child support cases.
- Responds to general inquiries from the public.
- Contacts and retrieves relevant information from other jurisdictions.
- Processes and distributes incoming correspondence, redirecting complex mail and/or transactions to other staff.
- Assists with the location of parents and the establishment of parent's support capability.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods, frequently stand and walk, normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computers, telephones, calculators, copiers, and FAX machines.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment, continuous contact with staff and the public.

## CHILD SUPPORT ASSISTANT II – 3

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Basic arithmetic.
- English usage, grammar and spelling.
- Use of computer terminals and basic data input and retrieval mechanisms.
- Good public relations techniques.

#### **Ability to:**

- Perform basic arithmetic calculations.
- Exercise tact, diplomacy, and flexibility.
- Understand and follow written and oral instructions.
- Maintain accurate records and files.
- Operate computer equipment.
- Work with computer databases and programs common to child support enforcement activities.
- Read, interpret and apply policies, procedures and regulations.
- Maintain confidentiality.
- Establish and maintain effective working relationships.

#### **Training and Experience:**

One (1) year of full-time experience performing duties comparable to a Child Support Assistant I in a state or local government agency.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Must pass a Department of Justice (DOJ) background check as required under IRS Publication 1075 as a condition of employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **CHILD SUPPORT ASSISTANT III**

### **DEFINITION**

Under limited supervision, the Child Support Assistant III leads, oversees, and participates in the more complex and difficult work of staff responsible for applying Federal, State and local codes, procedures, and rules to assist Child Support Specialists in securing current and delinquent child support payments; may serve as a lead worker and provide training and work assignments to a group of Child Support Assistant staff; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Child Support Assistant III is the advanced journey level in the Child Support Assistant class series. Positions at this level differ from the lower level of Child Support Assistant I/II by the complexity and difficulty of the work performed. The Child Support Assistant III class may provide lead supervision and training to assigned staff. This classification does not carry the full responsibilities of a caseload.

### **REPORTS TO**

Director of Child Support Services or Assistant Director of Child Support Services.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None



## **CHILD SUPPORT ASSISTANT III – 2**

### **EXAMPLES OF DUTIES**

- May lead, plan and review the work of staff responsible for applying Federal, State and local codes, procedure and rules to assist Child Support Specialists in securing current and delinquent child support payments. May provide or coordinate staff training.
- Assists Child Support Specialists in processing cases and preparing cases for court action according to established routine and procedures.
- Responsible for the most complex and difficult cases.
- Operates and uses an automated system to input and extract information and generate reports and documents.
- Develops, organizes and distributes documents for child support cases.
- Establishes and maintains child support files.
- Interviews individuals to obtain pertinent information related to child support cases.
- Responds to general inquiries from the public.
- Contacts and retrieves relevant information from other jurisdictions.
- Processes and distributes incoming correspondence.
- Assists with the location of parents and the establishment of parent's support capability.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods, frequently stand and walk, normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computers, telephones, calculators, copiers, and FAX machines.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment, continuous contact with staff and the public.

## CHILD SUPPORT ASSISTANT III – 3

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Basic arithmetic.
- English usage, grammar and spelling.
- Use of computer terminals and basic data input and retrieval mechanisms.
- Good public relations techniques.
- Lead work and staff development techniques and practices.

#### **Ability to:**

- Answer a variety of questions related to department programs and processes.
- Interpret and explain procedures to others.
- Provide verbal and written instructions to others.
- Exercise sound judgment when prioritizing, organizing, assigning and monitoring workload.
- Perform basic arithmetic calculations.
- Exercise tact, diplomacy, and flexibility.
- Maintain accurate records and files.
- Operate computer equipment.
- Work with computer databases and programs common to child support enforcement activities.
- Maintain confidentiality.
- Establish and maintain effective working relationships.

#### **Training and Experience:**

One (1) year of full-time experience performing duties of a Child Support Assistant II in a state or local government agency.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Must pass a Department of Justice (DOJ) background check as required under IRS Publication 1075 as a condition of employment.

## **CHILD SUPPORT ASSISTANT III – 4**

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

---

## **CHILD SUPPORT SERVICES LEGAL CLERK I**

### **DEFINITION**

Working under close supervision, performs specialized and responsible office support work that requires knowledge of legal terminology and legal clerical procedures; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Legal Clerk I is the entry/trainee level in the Legal Clerk series. Employees in this class receive in-service training and are given detailed instructions in the performance of the more routine legal clerical duties. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Unless a position is permanently allocated to this level due to the nature of the work, employees are expected to promote to Legal Clerk II after one year of satisfactory performance at the Legal Clerk I level.

This classification series differs from the Legal Assistant classification in that Legal Clerks perform the more routine legal clerical support duties that involve producing forms, notices, and documents. They do not serve in a paraprofessional capacity and do not conduct research or provide input on legal positions or arguments.

### **REPORTS TO**

Director of Child Support Services or Assistant Director of Child Support Services or as assigned.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## CHILD SUPPORT SERVICES LEGAL CLERK I – 2

### EXAMPLES OF DUTIES

- Processes, maintains, and prepares a variety of legal forms, records, and reports; verifies that information or data is complete, accurate, consistent, and in conformance with prescribed format, procedures, and regulations.
- Gathers and reviews confidential information from agencies and processes documents related to assignments; communicates with affected parties to gather needed information and explain procedures.
- Determines acceptability of information and proper action to be taken based on established oral or written instructions.
- Contacts various agencies and organizations regarding the status of documents such as releases of liens, case settlements, etc.
- Receives, assembles, and maintains files and other information related to court actions; updates computer information; maintains court calendars by scheduling and reviewing court dates; files information or forwards to staff members.
- Files pleadings, orders, judgments, and a variety of other legal documents in the appropriate court.
- Identifies and corrects deletions or errors in accordance with prescribed format; follows up to secure additional information as needed.
- Produces a variety of legal documents including, but not limited to, Notices of Hearing, Subpoenas, Petitions, Dispositions, Dismissals, Monthly and Special Reviews, Warrants, and Special Orders, in addition to letters, reports, and fiscal or statistical reports.
- Types from electronic recording devices; proofs typewritten materials for grammar, punctuation, spelling, sentence structure, format, layout, and clarity of language; may verify the consistency, completeness and accuracy of references and other information.
- Receives and screens calls for attorneys; provides information based on knowledge of policies and procedures; performs follow up on caller requests as needed.
- Logs reports from law enforcement agencies; searches manual and automated systems for prior offenses and other relevant information; receives and processes discovery requests and gathers information.
- Maintains information related to assignments by entering information into a manual or computerized data system; serves as a court liaison regarding assigned work activities and related matters.
- May attend court proceedings to take notes and/or enter narratives into a database; may produce and file documents as a result of court proceedings.
- Performs related duties as assigned.

## **CHILD SUPPORT SERVICES LEGAL CLERK I – 3**

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods, frequently stand and walk, normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computers, telephones, calculators, copiers, and FAX machines.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment, continuous contact with staff and the public.

## CHILD SUPPORT SERVICES LEGAL CLERK I – 4

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Modern office procedures, techniques, and equipment.
- Clerical and department work practices, procedures, specific rules, precedence, and regulations.
- Proper English grammar, vocabulary, spelling, and punctuation.
- Knowledge of legal terminology, phraseology, documents, and procedures.
- Business letter writing.
- Filing, indexing, and recording systems and procedures.

#### **Ability to:**

- Understand and carry out oral and written instructions.
- Understand and apply laws, rules, and policies applicable to legal office procedures.
- Exercise independent judgment in determining and selecting the appropriate processes, alternatives, forms, and desired actions within the bounds of established work practices, procedures, and commonly used regulations.
- Prepare and maintain accurate and comprehensive reports and records.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships.
- Maintain confidentiality.
- Use discretion in organizing work and carrying out assignments with minimum supervision.

#### **Training and Experience:**

One (1) year of full-time experience as an Office Assistant II;

**OR**

Two (2) years of full-time experience performing general clerical work.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

## **CHILD SUPPORT SERVICES LEGAL CLERK I – 5**

Must pass a Department of Justice (DOJ) background check as required under IRS Publication 1075 as a condition of employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.



## **CHILD SUPPORT SERVICES LEGAL CLERK II**

### **DEFINITION**

Working under general supervision, performs specialized and responsible office support work that requires knowledge of legal terminology and legal clerical procedures; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Legal Clerk II is the journey level in the Legal Clerk series. Incumbents are expected to be fully qualified and able to perform a wide range of legal office support work. They work with a higher level of independent responsibility for precision and accuracy in producing notices and documents identified with legal matters and proceedings. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Legal Clerk I, or if filled from the outside, require prior related experience.

This classification series differs from the Legal Assistant classification in that Legal Clerks perform the more routine legal clerical support duties that involve producing forms, notices, and documents. They do not serve in a paraprofessional capacity and do not conduct research or provide input on legal positions or arguments.

### **REPORTS TO**

Director of Child Support Services or Assistant Director of Child Support Services or as assigned.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## CHILD SUPPORT SERVICES LEGAL CLERK II – 2

### EXAMPLES OF DUTIES

- Processes, maintains, and prepares a variety of legal forms, records, and reports; verifies that information or data is complete, accurate, consistent, and in conformance with prescribed format, procedures, and regulations.
- Gathers and reviews confidential information from agencies and processes documents related to assignments; communicates with affected parties to gather needed information and explain procedures.
- Determines acceptability of information and proper action to be taken based on established oral or written instructions.
- Contacts various agencies and organizations regarding the status of documents such as releases of liens, case settlements, etc.
- Receives, assembles, and maintains files and other information related to court actions; updates computer information; maintains court calendars by scheduling and reviewing court dates; files information or forwards to staff members.
- Files pleadings, orders, judgments, and a variety of other legal documents in the appropriate court.
- Identifies and corrects deletions or errors in accordance with prescribed format; follows up to secure additional information as needed.
- Produces a variety of legal documents including, but not limited to, Notices of Hearing, Subpoenas, Petitions, Dispositions, Dismissals, Monthly and Special Reviews, Warrants, and Special Orders, in addition to letters, reports, and fiscal or statistical reports.
- Types from electronic recording devices; proofs typewritten materials for grammar, punctuation, spelling, sentence structure, format, layout, and clarity of language; may verify the consistency, completeness and accuracy of references and other information.
- Receives and screens calls for attorneys; provides information based on knowledge of policies and procedures; performs follow up on caller requests as needed.
- Logs reports from law enforcement agencies; searches manual and automated systems for prior offenses and other relevant information; receives and processes discovery requests and gathers information.
- Maintains information related to assignments by entering information into a manual or computerized data system; serves as a court liaison regarding assigned work activities and related matters.
- May attend court proceedings to take notes and/or enter narratives into a database; may produce and file documents as a result of court proceedings.
- Performs related duties as assigned.

## **CHILD SUPPORT SERVICES LEGAL CLERK II – 3**

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods, frequently stand and walk, normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computers, telephones, calculators, copiers, and FAX machines.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment, continuous contact with staff and the public.

## CHILD SUPPORT SERVICES LEGAL CLERK II – 4

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Modern office procedures, techniques, and equipment.
- Clerical and department work practices, procedures, specific rules, precedence, and regulations.
- Proper English grammar, vocabulary, spelling, and punctuation.
- Knowledge of legal terminology, phraseology, documents, and procedures.
- Business letter writing.
- Filing, indexing, and recording systems and procedures.

#### **Ability to:**

- Understand and carry out oral and written instructions.
- Understand and apply laws, rules, and policies applicable to legal office procedures.
- Exercise independent judgment in determining and selecting the appropriate processes, alternatives, forms, and desired actions within the bounds of established work practices, procedures, and commonly used regulations.
- Prepare and maintain accurate and comprehensive reports and records.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships.
- Maintain confidentiality.
- Use discretion in organizing work and carrying out assignments with minimum supervision.

#### **Training and Experience:**

One (1) year of full-time experience as a Legal Clerk I;

**OR**

Two (2) years of full-time experience performing clerical work in a legal office environment.

## CHILD SUPPORT SERVICES LEGAL CLERK II – 5

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Must pass a Department of Justice (DOJ) background check as required under IRS Publication 1075 as a condition of employment.

---

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **CHILD SUPPORT SERVICES LEGAL CLERK III**

### **DEFINITION**

Under direction, the Legal Clerk III serves as a lead worker by providing training and work assignments to a group of Legal Clerks, and/or performs the more responsible, specialized, and technical office support work requiring advanced knowledge of legal terminology and legal clerical procedures; interprets, explains and implements the more complex rules, policies, and operations related to department records, programs, and services; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

The Legal Clerk III classification is the advanced journey level in the Legal Clerk series. Incumbents act as lead worker to a group of legal office support staff and/or perform the more specialized and responsible legal office support work that requires detailed subject matter knowledge of legal terminology and procedures.

### **REPORTS TO**

Director of Child Support Services or Assistant Director of Child Support Services.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None

## CHILD SUPPORT SERVICES LEGAL CLERK III – 2

### EXAMPLES OF DUTIES

- As lead worker, instructs employees in the policies and procedures for completing and maintaining various legal documents, and in the interpretation and application of laws, regulations, policies, and procedures related to programs of the assigned department.
- Prioritizes and manages workload distribution.
- Acts as a technical resource on the more difficult problems or specialized issues.
- Monitors the quality and timeliness of unit work.
- Identifies and provides individual instruction to co-workers for work deficiencies; provides feedback to a supervisor as requested.
- Processes, maintains, and prepares a variety of legal forms, records, and reports; verifies that information or data is complete, accurate, consistent, and in conformance with prescribed format, procedures, and regulations.
- Researches, gathers, and reviews confidential information from agencies and processes documents related to assignments; communicates with affected parties to gather needed information and explain procedures.
- Determines acceptability of information and proper action to be taken based on established oral or written instructions.
- Contacts various agencies and organizations regarding the status of documents such as releases of liens, case settlements, etc.
- Receives, assembles, and maintains files and other information related to court actions; updates computer information; maintains court calendars by scheduling and reviewing court dates; files information or forwards to staff members.
- Files pleadings, orders, judgments, and a variety of other legal documents in the appropriate court.
- Identifies and corrects deletions or errors in accordance with prescribed format; follows up to secure additional information as needed.
- Produces a variety of legal documents including, but not limited to: Notices of Hearing, Subpoenas, Petitions, Dispositions, Dismissals, Monthly and Special Reviews, Warrants, and Special Orders in addition to letters, reports, and fiscal or statistical reports.
- Types from electronic recording devices; proofs typewritten materials for grammar, punctuation, spelling, sentence structure, format, layout, and clarity of language; may verify the consistency, completeness and accuracy of references and other information.
- Receives and screens calls for attorneys; provides information based on knowledge and interpretation of policies and procedures; performs follow up on caller requests as needed.
- Logs reports from law enforcement agencies; searches manual and automated systems for prior offenses and other relevant information; receives and processes discovery requests and gathers information.

## **CHILD SUPPORT SERVICES LEGAL CLERK III – 3**

- Maintains information related to assignments by entering information into a manual or computerized data system; serves as a court liaison regarding assigned work activities and related matters.
- May attend court proceedings to take notes and/or enter narratives into a database; may produce and file documents as a result of court proceedings.
- Performs related duties as assigned.

---

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods, frequently stand and walk, normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computers, telephones, calculators, copiers, and FAX machines.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment, continuous contact with staff and the public.



## **CHILD SUPPORT SERVICES LEGAL CLERK III – 4**

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Leadership and staff development techniques and practices.
- Modern office procedures, techniques, and equipment.
- Clerical and department work procedures, practices, specific rules, precedence, and regulations.
- Proper English grammar, vocabulary, spelling, and punctuation.
- Knowledge of legal terminology, phraseology, documents, and procedures.
- Business letter writing.
- Filing, indexing, and recording systems and procedures.

#### **Ability to:**

- Lead and train subordinate employees effectively.
- Interpret and explain procedures to others.
- Exercise sound judgment when prioritizing, organizing, assigning, and monitoring workload.
- Understand and carry out oral and written instructions.
- Understand, interpret and apply laws, rules, and policies applicable to legal office procedures.
- Exercise independent judgment in determining and selecting the appropriate processes, alternatives, forms, and desired actions within the bounds of established work practices, procedures, and commonly used regulations.
- Prepare and maintain accurate and comprehensive reports and records.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships.
- Maintain confidentiality.
- Use discretion in organizing work and carrying out assignments with minimum supervision.

#### **Training and Experience:**

One (1) year of full-time experience as a Legal Clerk II;

**OR**

Three (3) years of full-time experience performing clerical work in a legal office environment.

## CHILD SUPPORT SERVICES LEGAL CLERK III – 5

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Must pass a Department of Justice (DOJ) background check as required under IRS Publication 1075 as a condition of employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **CHILD SUPPORT SPECIALIST I**

### **DEFINITION**

Under close supervision, performs a wide variety of child support duties consisting of maintaining a caseload, locating and interviewing custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support obligations and enforcing child support laws; arranges for support payments when possible; prepares cases for court hearings as necessary; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Child Support Specialist I is the entry/trainee level in the Child Support Specialist series. Employees in this class receive in-service training, and are given detailed instructions in the performance of duties related to child support laws, regulations, and a broad range of child support casework activities. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Child Support Specialist II after one year of satisfactory performance at the entry/trainee level.

### **REPORTS TO**

Director of Child Support Services or Assistant Director of Child Support Services or as assigned.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None.

## CHILD SUPPORT SPECIALIST I - 2

### EXAMPLES OF DUTIES

- Manages a general caseload consisting of child support legal actions and the establishment, enforcement and collection of child support payment obligations based on established guidelines.
- Coordinates appointments for personal interviews with custodial and non-custodial parents, employers, and attorneys.
- Develops and analyzes information for the establishment of paternity.
- Uses a variety of methods, systems and procedures for locating information on custodial and non-custodial parents' assets, income, and liabilities.
- Evaluates income and expense data of custodial and non-custodial parents to determine and recommend child support payment obligations based on established guidelines.
- Responds to general inquiries and explains general child support laws, court orders, rules, regulations, and policies to public and staff.
- Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.
- Prepares and processes legal documents necessary for the Documents and updates customer information, contact information, case actions/history logs, and records using a state-wide automated system.
- Provides case status information, explains the complaint resolution process, and answers case specific questions for all involved parties ensuring the verbiage used cannot be interpreted as legal advice.
- Applies federal, state, and local codes, procedures, and rules in establishing and processing child support cases.
- Coordinates and/or conducts genetic tests when needed.
- Takes sworn statements from the custodial parent and non-custodial parent, and arranges or facilitates DNA testing in cases where paternity is in question.
- Evaluates income and expense data of custodial and non-custodial parent to determine support capability; reviews financial history to determine arrears obligation.
- Explains legal requirements and the calculation of support payments to custodial and non-custodial parents and other involved parties.
- Issues Summons and Complaints and Proposed Judgments to establish paternity and support orders and enforces those orders through wage assignments and other legal actions.
- Obtains and enforces health insurance orders.
- Recommends cases for prosecution, prepares legal documents for court filing, assists attorneys in preparing cases, and testifies in court as necessary.
- Initiates and processes such legal actions as subpoenas, orders to show cause, registration of foreign support orders, notices of assignment, writs of execution, property liens, orders of examination, and contempt of court actions pertaining to the enforcement of child support.
- Responds to and investigates complaints from custodial and non-custodial parents regarding hidden assets and/or "under the table" employment.

## **CHILD SUPPORT SPECIALIST I – 3**

- Accesses computerized databases and maintains computerized files. Responds to and complete numerous daily, weekly, and monthly automated task lists.
- Responds to inquiries from the public, private attorneys, appointed and elected officials.
- Provides case status information and interprets child support statutes, regulations, and procedures to custodial and non-custodial parents.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in office and courtroom environments; continuous contact with staff and the public.

Child Support Specialists are expected to handle a high volume of work which is deadline driven. Applicants must be able to prioritize, plan and project their work, but at the same time be flexible to changes at any moment, such as unscheduled visits from clients. They perform in a high-paced work environment.

It is important to understand that the actions you take as a Child Support Specialist impact the lives of clients and their families, both emotionally and financially.

## CHILD SUPPORT SPECIALIST I – 4

### DESIRABLE QUALIFICATIONS

#### Knowledge of:

- Civil and criminal law, and Federal and California laws and regulations pertaining to the establishment, and enforcement of child support obligations.
- Sources, methods and techniques used to locate non-custodial parents, relatives and related persons, assets, income, and liabilities.
- Techniques and methods for establishing paternity.
- Child Support specific collection methods and techniques.
- Legal terminology used when explaining legal procedures to customers or the public.
- When and how to prepare and process a variety of child support related legal documents in a clear and concise manner.
- The structure and content of the English language.
- Basic mathematics and business arithmetic, including addition, subtraction, multiplication, division, fractions, percentages, and decimals.

#### Ability to:

- Apply specialized Federal child support laws and procedures as they apply to intergovernmental and international cases.
- Explain child support procedures, regulations, and requirements to individuals from a wide variety of educational and cultural backgrounds.
- Use effective interviewing techniques to interview a wide variety of people, over the telephone and in person.
- Use patience, tact and courtesy in firmly dealing with people who may be uncooperative, unreasonable, angry, upset, or hostile.
- Collect DNA samples to establish paternity.
- Use sound independent judgment to analyze factual information, situations, and people.
- Understand financial records such as tax records, income and expense reports, and employer earnings records to determine the amount of child support payment obligations.
- Compile multiple pieces of information clearly and concisely into an organized and understandable written report or oral presentation.
- Organize work and set priorities in order to meet critical deadlines with minimal direction.
- Exercise initiative within the limits of assigned duties.
- Maintain the confidentiality of sensitive or personal information.
- Establish rapport and maintain effective working relationships with coworkers, courts, attorneys, other agencies, and the public.
- Be flexible and supportive of change.
- Ability to prioritize multiple assignments having conflicting deadlines.
- Effectively use computer and other resources to prepare and manage cases.
- Enforce mandatory guideline child support orders that may not seem reasonable.

## CHILD SUPPORT SPECIALIST I – 5

- Attach the wages of non-custodial parents who then allege they will not be able to support their current family.
- Revoke driver's licenses, required employment and professional licenses, and passports.
- Demonstrate sensitivity toward homeless individuals and families.
- Understand the responsibilities relative to mandatory reporting of child and adult abuse.

### **Training and Experience:**

Two (2) years of full-time clerical experience which included interaction with the public;

**OR**

One year of full-time experience performing debt collections duties which included interviewing others for the purpose of collecting information;

**OR**

One year of full-time experience performing duties of a Child Support Assistant I or Office Assistant II in a Child Support Services Department;

**OR**

Completion of 60 semester or 90 quarter units of college. Qualifying experience or education may be combined in order to meet the above requirements. When combining education and experience, fifteen (15) semester units or twenty-two (22) quarter units equals six months of experience.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Some positions may require possession of special language proficiency as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

Must pass a Department of Justice (DOJ) background check as required under IRS Publication 1075 as a condition of employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **CHILD SUPPORT SPECIALIST II**

### **DEFINITION**

Under general supervision, Performs a wide variety of child support duties consisting of maintaining a caseload, locating and interviewing custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support obligations and enforcing child support laws; arranges for support payments when possible; prepares cases for court hearings as necessary; and performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

Child Support Specialist II is the journey level in the Child Support Specialist series. Employees at this level are expected to perform a broad range of child support casework from intake to establishment, enforcement, and case closure. Within legal requirements and departmental policies and procedures, incumbents operate with considerable independence and must exercise discretion and judgment in evaluating cases and determining the level of support and the methods of enforcement. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Child Support Specialist I, or if filled from the outside, require prior related experience.

Child Support Specialist II differs from the higher class of Child Support Specialist III in that the latter is the advanced journey level, and incumbents act as lead worker or exercise detailed subject knowledge of a specific program area or specialized department system.

### **REPORTS TO**

Director of Child Support Services or Assistant Director of Child Support Services or as assigned.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

None.



## **CHILD SUPPORT SPECIALIST II - 2**

### **EXAMPLES OF DUTIES**

- Manages a general caseload consisting of child support legal actions and the establishment, enforcement and collection of child support payment obligations based on established guidelines.
- Coordinates appointments for personal interviews with custodial and non-custodial parents, employers, and attorneys.
- Develops and analyzes information for the establishment of paternity.
- Uses a variety of methods, systems and procedures for locating information on custodial and non-custodial parents' assets, income, and liabilities.
- Evaluates income and expense data of custodial and non-custodial parents to determine and recommend child support payment obligations based on established guidelines.
- Responds to general inquiries and explains general child support laws, court orders, rules, regulations, and policies to public and staff.
- Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.
- Prepares and processes legal documents necessary for the Documents and updates customer information, contact information, case actions/history logs, and records using a state-wide automated system.
- Provides case status information, explains the complaint resolution process, and answers case specific questions for all involved parties ensuring the verbiage used cannot be interpreted as legal advice.
- Applies federal, state, and local codes, procedures, and rules in establishing and processing child support cases.
- Coordinates and/or conducts genetic tests when needed.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in office and courtroom environments; continuous contact with staff and the public.

## CHILD SUPPORT SPECIALIST II - 3

### DESIRABLE QUALIFICATIONS

#### Knowledge of:

- Civil and criminal law, and Federal and California laws and regulations pertaining to the establishment, and enforcement of child support obligations.
- Sources, methods and techniques used to locate non-custodial parents, relatives and related persons, assets, income, and liabilities.
- Techniques and methods for establishing paternity.
- Child Support specific collection methods and techniques.
- Legal terminology used when explaining legal procedures to customers or the public.
- When and how to prepare and process a variety of child support related legal documents in a clear and concise manner.
- The structure and content of the English language.
- Basic mathematics and business arithmetic, including addition, subtraction, multiplication, division, fractions, percentages, and decimals.

#### Ability to:

- Apply specialized Federal child support laws and procedures as they apply to intergovernmental and international cases.
- Explain child support procedures, regulations, and requirements to individuals from a wide variety of educational and cultural backgrounds.
- Use effective interviewing techniques to interview a wide variety of people, over the telephone and in person.
- Use patience, tact and courtesy in firmly dealing with people who may be uncooperative, unreasonable, angry, upset, or hostile.
- Collect DNA samples to establish paternity.
- Use sound independent judgment to analyze factual information, situations, and people.
- Understand financial records such as tax records, income and expense reports, and employer earnings records to determine the amount of child support payment obligations.
- Compile multiple pieces of information clearly and concisely into an organized and understandable written report or oral presentation.
- Organize work and set priorities in order to meet critical deadlines with minimal direction.
- Exercise initiative within the limits of assigned duties.
- Maintain the confidentiality of sensitive or personal information.
- Establish rapport and maintain effective working relationships with coworkers, courts, attorneys, other agencies, and the public.
- Be flexible and supportive of change.
- Ability to prioritize multiple assignments having conflicting deadlines.
- Effectively use computer and other resources to prepare and manage cases.

## CHILD SUPPORT SPECIALIST II – 4

### **Training and Experience:**

One (1) year of full-time experience performing duties of a Child Support Specialist I in a state or local government agency.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Some positions may require possession of special language proficiency as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

Must pass a Department of Justice (DOJ) background check as required under IRS Publication 1075 as a condition of employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

## **CHILD SUPPORT SPECIALIST III**

### **DEFINITION**

Under limited supervision, the Child Support Specialist III performs a wide variety of child support duties involving the more difficult and/or sensitive cases; performs special assignments; maintains a caseload; and performs related work as required.

---

### **DISTINGUISHING CHARACTERISTICS**

The Child Support Specialist III is the advanced journey level in the Child Support Specialist series. Incumbents act as the lead-worker to a group of child support staff, and/or exercise detailed subject matter knowledge of a specific program area or specialized system inherent to the operations of the department.

Positions in this class differ from those in the class of Child Support Specialist II by the assignment of complex, sensitive or confidential cases requiring advanced technical skills. Incumbents may act in a lead capacity, may provide training to lower level Child Support Specialists and may participate in special projects such as audits and/or quality control reviews.

### **REPORTS TO**

Director of Child Support Services or Assistant Director of Child Support Services.

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Lead Worker for Child Support Specialist I and II and office support positions.

## **CHILD SUPPORT SPECIALIST III - 2**

### **EXAMPLES OF DUTIES**

- Analyzes and evaluates the more difficult and sensitive cases.
- Coordinates appointments for personal interviews with custodial and non-custodial parents, employers, and attorneys
- Coordinates and/or conducts genetic tests when needed.
- Uses a variety of methods and procedures for locating absent parents.
- Develops and analyzes information for the establishment of paternity.
- Evaluates income and expense data of custodial and non-custodial parents to determine and recommend child support payment obligations based on established guidelines
- Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action
- Assists or acts as a primary resource to Child Support Attorney.
- Attends court hearings to obtain payments and to testify to financial or case matters.
- Prepares and processes legal documents necessary for
- Provides guidance to Child Support Specialists as a technical expert.
- Assigns and coordinates work performed by lower level Child Support Specialists.
- Reviews lower level cases for quality control, audit, and/or training purposes.
- Researches, develops, and conducts group and/or one-on-one training for new and existing staff.
- Acts as the supervisor for administrative purposes in the supervisor's absence.
- Uses a variety of methods, systems and procedures for locating absent parents, including contacting other agencies, utilizing databases and web-based searches.
- May perform State mandated functions, including but not limited to: ombudsperson, customer and community outreach, quality assurance and program improvement, training, Fair Hearing Officer, and/or media relations.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in office and courtroom environments; continuous contact with staff and the public.

## CHILD SUPPORT SPECIALIST III - 3

### DESIRABLE QUALIFICATIONS

#### Knowledge of:

- Civil and criminal law, and Federal and California laws and regulations pertaining to the establishment and enforcement of child support obligations.
- Effective investigative principles, research, techniques, and procedures to obtain information for child support cases.
- Sources, methods and techniques used to locate non-custodial parents, relatives and related persons, assets, income, and liabilities
- Techniques and methods for establishing paternity.
- Child Support specific collection methods and techniques.
- Legal terminology used when explaining legal procedures to customers or the public.
- When and how to prepare and process a variety of child support related legal documents in a clear and concise manner.

#### Ability to:

- Apply specialized Federal child support laws and procedures as they apply to intergovernmental and international cases
- Explain child support procedures, regulations, and requirements to individuals from a wide variety of educational and cultural backgrounds.
- Use effective interviewing techniques to interview a wide variety of people, over the telephone and in person
- Use patience, tact and courtesy in firmly dealing with people who may be uncooperative, unreasonable, angry, upset, or hostile
- Use sound independent judgment to analyze factual information, situations, and people
- Understand financial records such as tax records, income and expense reports, and employer earnings records to determine the amount of child support payment obligations.
- Compile multiple pieces of information clearly and concisely into an organized and understandable written report or oral presentation
- Organize work and set priorities in order to meet critical deadlines with minimal direction
- Exercise initiative within the limits of assigned duties
- Be flexible and supportive of change.
- Assist and train newly assigned staff.
- Plan, organize, and prioritize the work of others in order to meet critical deadlines on multiple tasks.
- Maintain the confidentiality of sensitive or personal information.
- Promote harmony, good morale, establish rapport and maintain effective working relationships with coworkers, courts, attorneys, other agencies, and the public.
- Effectively use computer and other resources to prepare and manage cases.

## CHILD SUPPORT SPECIALIST III - 4

### **Training and Experience:**

One (1) year of experience performing work assignments similar to those of a Child Support Specialist II in a state or local government agency.

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Some positions may require possession of special language proficiency as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.

Must pass a Department of Justice (DOJ) background check as required under IRS Publication 1075 as a condition of employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.

**ASSISTANT DIRECTOR, DEPARTMENT OF CHILD SUPPORT SERVICES****DEFINITION**

Under executive direction, the Assistant Director, Department of Child Support Services assists in planning, organizing and directing a county Child Support Services Department; acts for the Director in the Director's absence; manages assigned department units through subordinate supervisors; and performs related work as required.

**DISTINGUISHING CHARACTERISTICS**

This is a specialized single position classification which oversees the daily operations of the County Department of Child Support Services and provides administrative support for the Director of Child Support Services.

**REPORTS TO**

Director of Child Support Services.

**CLASSIFICATIONS DIRECTLY SUPERVISED**

Department Fiscal Officer; Supervising Child Support Specialist; Child Support Specialist I, II, III; Legal Services Assistant; Administrative Assistant I, II; Fiscal & Technical Services Assistant I, II, III; Office Assistant I, II, III; Child Support Legal Clerk I, II, III; Child Support Assistant I, II, III.



## **ASSISTANT DIRECTOR OF CHILD SUPPORT SERVICES – 2**

### **EXAMPLES OF DUTIES**

- Assists the Director in developing program policies and operational procedures.
- Manages the work of assigned department units through subordinate supervisors.
- Analyzes and interprets existing and proposed legislation, regulations and State policies and directives to determine their impact on departmental operations.
- Establishes performance standards and training programs.
- Formulates long-range strategic plans to increase the efficiency and cost effectiveness of providing child support services in the county.
- Acts for the Director in the absence of the regular incumbent and represents the Director before the Board of Supervisors and at State and regional child support conferences and meetings.
- As assigned by the Director, represents the department as liaison to the public, media and other county departments.
- Participates with the Director in the selection of supervisory and management staff.
- Manages assigned units in the department through subordinate supervisors.
- Oversees the development and implementation of procedures, quality control standards, staff selection and development, and budget preparation and control of assigned units.
- May perform State mandated functions, including but not limited to: ombudsperson, customer & community outreach, quality assurance and program improvement, training, Fair Hearing Officer, and/or media relations.
- Performs related duties as assigned.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods, frequently stand and walk, normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computers, telephones, calculators, copiers, and FAX machines.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office environment, continuous contact with staff and the public.

**DESIRABLE QUALIFICATIONS**

**Knowledge of:**

- Principles of public administration.
- Principles of strategic planning.
- Principles of personnel and budget management.
- Federal and California laws and regulations pertaining to child support.
- Issues in the management of child support programs.
- California local government organization and state/local government relations.
- Legal terminology and document processing as they relate to child support enforcement.

**Ability to:**

- Effectively participate in the development of departmental policies and in the development of procedures to implement department policy.
- Plan, organize, assign and review work through subordinate supervisors.
- Apply and explain Federal and California child support laws and regulations in complex situations.
- Independently analyze workflow, employee performance and child support casework issues and take effective action.
- Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds.
- Maintain credibility and effective working relationships with local elected and appointed officials, state program officials, media and advocate representatives in the face of conflicting issues and perspectives.
- Maintain confidentiality.
- Establish and maintain effective working relationships.

**Training and Experience:**

Two (2) years of experience performing duties comparable to those of a Child Support Supervisor in a state or local government agency;

**OR**

Three (3) years of supervisory experience in a Social Services Agency, which experience included responsibility for program, staff and budget management.

## ASSISTANT DIRECTOR OF CHILD SUPPORT SERVICES – 4

**Special Requirements:** Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment. Eligibility for employment for those who do not meet this requirement due to disability will be reviewed on a case-by-case basis by the appointing authority.

Must pass a Department of Justice (DOJ) background check as required under IRS Publication 1075 as a condition of employment.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.