

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

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.

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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: Any combination of training and experience, which would likely provide the required knowledge and abilities, is qualifying. A typical way to obtain the required knowledge and abilities would be:

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.

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.