

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.