

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.