



THE COUNTY OF SHASTA
<http://agency.governmentjobs.com/shasta/default.cfm>
INVITES APPLICATIONS FOR

CHILD SUPPORT SPECIALIST I/II

I: \$2,600 - \$3,318 APPROXIMATE MONTHLY / \$15.00 - \$19.14 APPROXIMATE HOURLY
II: \$2,937 - 3,749 APPROXIMATE MONTHLY / \$16.94 - \$21.63 APPROXIMATE HOURLY

***Please refer to the appropriate Bargaining Unit
Memorandum of Understanding for potential future salary increases***
Please visit http://www.co.shasta.ca.us/index/support_index/personnel/MOUs.aspx

THE CURRENT VACANCIES ARE IN THE DEPARTMENT OF CHILD SUPPORT SERVICES

WRITTEN EXAM IS TENTATIVELY SCHEDULED FOR JULY 2017

ORAL EXAM IS TENTATIVELY SCHEDULED FOR AUGUST 2017

SEE "SPECIAL REQUIREMENTS" SECTION

**SKILLS OR EXPERIENCE LISTED UNDER THE IDEAL CANDIDATE STATEMENT
MAY ALSO BE USED TO SCREEN APPLICANTS**

RESPONSES TO SUPPLEMENTAL QUESTIONS REQUIRED

FINAL FILING DATE: **JUNE 26, 2017 AT 5:00 PM**

ABOUT THE POSITION

Performs a wide variety of child support duties consisting of maintaining a caseload, locating and interviewing custodial and noncustodial 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: Working under close supervision, 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 (1) year of satisfactory performance at the entry/trainee level.

Child Support Specialist II: Working under general supervision, 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.

EXAMPLES OF DUTIES

Duties for the Child Support Specialist I and II may include, but are not limited to the following: 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 noncustodial 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 noncustodial parents' assets, income, and liabilities; evaluates income and expense data of custodial and noncustodial 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 establishment, collection, and enforcement of child support obligations; 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.

QUALIFICATIONS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two (2) levels in the Distinguishing Characteristics section.

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 noncustodial 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; prioritize multiple assignments having conflicting deadlines; effectively use computer and other resources to prepare and manage cases.

Child Support Specialist I: These standards are typically attained with EITHER two (2) years of full-time clerical experience which included interaction with the public; OR one (1) year of full-time experience performing debt collections duties which included interviewing others for the purpose of collecting information; OR one (1) year of full-time experience performing duties comparable to a Child Support Assistant I or Office Assistant II in a Child Support Services Department; OR completion of sixty (60) semester or ninety (90) quarter units of college.

Child Support Specialist II: These standards are typically attained with one (1) year of full-time experience performing duties comparable to a Child Support Specialist I in a state or local government agency.

IDEAL CANDIDATE

The ideal candidate will have the ability to read, speak and write Spanish, in addition to English.

SPECIAL REQUIREMENTS

- Some positions may require possession of special language and culture skills as a bona fide qualifications standard. In these cases, candidates must demonstrate that they possess the required skills.
- Some positions in this classification may require possession of a valid California driver's license. Employees who drive on County business to carry out job-related duties must possess a valid California driver's license for the class of vehicle driven and meet automobile insurability requirements of the County. 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.

SUPPLEMENTAL QUESTIONS

Responses to the following must be submitted with a completed application.

A Child Support Specialist performs a variety of duties consisting of maintaining a caseload and locating and interviewing custodial and noncustodial parents and others for the purpose of establishing paternity and child support obligations. Please answer the questions below to assess your level of interest in performing the duties of this position. If you answer no to any of the following items, please be advised that these may be job requirements for a Child Support Specialist.

1. Do you possess two (2) years of full-time clerical experience which included interaction with the public? If yes, please describe your clerical experience and interaction with the public including the number of years and with which organization. If no, please type "n/a."
2. Do you possess one (1) year of full-time experience performing debt collections duties which included interviewing others for the purpose of collecting information? If yes, please describe your experience including the number of years and with which organization. If no, please type "n/a."
3. Do you possess one (1) year of full-time experience performing duties comparable to a Child Support Assistant I or Office Assistant II in a Child Support Services Department? If yes, please describe your experience including the number of years and with which organization. If no, please type "n/a."
4. Have you completed sixty (60) semester or ninety (90) quarter units of college? Yes ___ No ___
5. If yes, please list the courses and number of units. If no, please type "n/a."

6. I understand that I will be privy to highly confidential information and misuse of such information is subject to criminal and civil actions and/or termination of employment. Yes___ No___
7. I am willing to make decisions and recommendations that affect the lives of children and families. Yes___ No___
8. I am willing to testify in court before judges, attorneys, and families. Yes___ No___
9. I am willing to work with customers that may be in a highly-emotional state. Yes___ No___
10. I am willing to collect DNA samples, while following safety procedures, by swabbing the inside of customers' mouths. Yes___ No___
11. I am willing to maintain the confidentiality of all child support customers. Yes___ No___
12. I am willing and able to display empathy when appropriate, while maintaining professional boundaries. Yes___ No___
13. I am willing to meet multiple deadlines and perform work under time-sensitive mandates. Yes___ No___
14. I am willing to work in an environment where my actions and work product will impact the lives of customers and their families, both emotionally and financially. Yes___ No___
15. I am willing to make debt collection calls to individuals who owe child support. Yes___ No___
16. I am willing to take actions, such as attaching wages of noncustodial parents, impacting customers' credit ratings, intercepting state and federal tax returns, and revoking driver's licenses, in an effort to collect child support payments. Yes___ No___
17. I am willing to accept customers' differences and interact with them in a non-judgmental manner. Yes___ No___
18. I am willing to work in a high volume work environment carrying a large caseload that is heavily deadline driven. Yes___ No___
19. I am willing and have the ability to handle multiple tasks, prioritize, and plan my work. Yes___ No___
20. I am willing to work in a team environment while maintaining collaborative and effective working relationships. Yes___ No___
21. I understand that my core responsibility is the establishment of paternity and child support orders, including enforcement and collection of child support money. Yes___ No___
22. I understand that my work environment requires the ability to sit for long periods of time while working on a computer or telephone. Yes___ No___
23. I understand that a Child Support case manager is not a social worker position. Yes___ No___
24. I understand that a Child Support case manager does not interact with children. Yes___ No___
25. I understand that the Department of Child Support Services is not Child Protective Services. Yes___ No___
26. Do you possess working knowledge of accounting and audit procedures? Yes ___ No ___
27. Do you have the ability to read, speak and write Spanish, in addition to English? Yes ___ No ___

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to ten (10) pounds.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside weather conditions. The noise level in the work environment is usually moderate.

OTHER CONSIDERATIONS

- All new employees are required to have their paycheck directly deposited to a bank account.
- Some positions may require a valid California driver's license and acceptable driving record according to County policy.
- Reasonable accommodations may be made for those persons who are disabled under the Americans with Disabilities Act to perform the essential functions of the position.
- As part of the selection process, all individuals provided with a preliminary offer of employment with Shasta County will be subject to a background investigation, including a criminal history check (primarily completed through the taking of fingerprints). An image of your fingerprints will be captured and sent to the California Department of Justice (DOJ) and the Federal Bureau of Investigation (FBI). The resulting report of your conviction history, (if any), will be evaluated along with the other information received in connection with your application. Except as otherwise required by law, a criminal conviction will not necessarily disqualify you from the position. The nature of the offense, the date of the offense, the surrounding circumstances, and the relevance of the offense to the position applied for may, however, be considered.
- Based on the results of the background investigation and criminal history check, applicants may then be provided with an offer of employment conditioned on the results of a medical examination, which includes drug/alcohol testing.
- In accordance with Government Code Section 3100, County employees, in the event of a disaster are considered disaster workers and may be asked to respond accordingly.
- Positions in this classification are covered by a collective bargaining agreement between the County and the United Public Employees of California (UPEC) General Unit. Employees in this classification are covered under the CalPERS retirement program. Depending on the provisions of the California Public Employees' Pension Reform Act (PEPRA) and other applicable laws, an employee in this classification will be covered under one of the following CalPERS retirement formulas: (1) 2% at 55, (2) 2% at 60, or (3) 2% at 62. An employee in this classification will also contribute 7% of his/her pay to this plan, or will contribute such other amount to the plan as authorized by PEPRA and other applicable laws. Please visit our employees benefit page at [Employee Benefits](#) for additional information regarding benefits and CalPERS coverage information. The provisions in this flyer and on the County's website are for information purposes only. To the extent the provisions of the flyer or the County's website are inconsistent with PEPRA and other applicable laws, PEPRA and other applicable laws shall govern.

APPLICATION & SELECTION PROCEDURES

Shasta County Personnel will accept applications and responses to the supplemental questions until 5:00 p.m. on June 26, 2017. A Resume and/or Cover Letter will be accepted in addition to the application form but will not serve as a substitute for a completed application. *It is not acceptable to complete the application with statements such as, "Refer to Resume and/or Cover Letter," or "See Attached Resume and/or Cover Letter" the employment application must be completed in its entirety prior to submission. Incomplete applications will not be processed.* Closing date postmarks or faxes will **NOT** be accepted. This recruitment will establish a list that may or may not be used by other departments. Prior applicants must reapply to be considered.

Applicants will be screened and those considered best qualified will be invited to appear for an oral and/or written examination. Meeting the announced requirements does not guarantee inclusion into the selection process. Depending upon the number of applications received, the selection process may consist of additional application screening, written and/or practical exam(s), oral interview, or any combination thereof.

Veterans' Credit: Veterans (as defined by California Government Code section 18973) who have been discharged from military service under conditions other than dishonorable and who receive a passing score on all components of the employment examinations (up to and including oral examinations) shall receive credit for an additional five points to be added to their final examination score. To be considered for this credit, a veteran **MUST** provide a copy of his or her discharge document (DD-214 or equivalent) and information as to the type of discharge (honorable, dishonorable, etc.) **WITH THE EMPLOYMENT APPLICATION ON OR BEFORE THE FINAL FILING DATE.**

Applicants are encouraged to apply on-line at [apply online](#) or submit an application to the Shasta County Personnel Office.

Arrangements may be made to accommodate applicants with disabilities. Requests for accommodations may be made to the Shasta County Personnel Office by the filing deadline posted on this bulletin. Shasta County does not discriminate on the basis of disability. If you feel you are being denied service based on a disability, our ADA Coordinator may be reached at (530) 225-5515; relay service (800) 735-2922; fax (530) 225-5345.

SHASTA COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER
Shasta County Personnel
1450 Court Street, Suite 348; Redding, CA 96001; (530) 225-5515