Child Support Specialist I

(2 Vacancies)

Merced County
Department of Child Support Services

Application Deadline  Friday, September 1, 2017 at 5:00pm PST
Bi-Weekly Salary  $1,251 - $1,523
Recruitment Type  Open to the Public, Full-Time

Tentative Examination Dates
Written Examination  Saturday, September 16, 2017
Oral Examination  Week of October 9, 2017

Examinations will be held in Merced County

Work Location  Merced, California

Merced County is an Equal Opportunity Employer

The Position

Child Support Specialist I 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.

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 year of satisfactory performance at the entry/trainee level.
Minimum Qualifications

While the following requirements outline the minimum qualifications, only applicants who demonstrate the best qualifications match for the job will be selected to continue in the recruitment process. Applicants must meet the minimum qualifications by the application deadline.

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.

To view additional information about the typical duties, knowledge, skills and abilities for this classification, please visit our website at https://secure1.cpshr.us/mss_jobs/InfoListings.aspx and search for the classification title.

Additional Information

A valid driver’s license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Applicants for positions within the Department of Child Support Services are subject to a criminal history background check.

Veteran’s Preference

If you would like to have Veteran’s preference points included as part of the application packet, please submit a copy of your DD-214 form. Applicants must fax a copy of the DD-214 form to MSS at 916-648-1211 by the close of business on the application deadline. The form should include the position title and county you are applying for.

PLEASE NOTE: Applicants, who receive a passing score on a written or oral examination, shall be eligible to receive credit for an additional five (5) points to be added to the final examination
score. Veteran's preference is allowed only on initial entrance into County service and shall not affect the order of eligibility on any other employment lists.

For the purpose of this section, a veteran is one who has received an honorable discharge from active duty, and has served:

1. During one of the following wartime or equivalent periods:
   - Sept. 11, 2001 to End of Operation Iraqi Freedom

2. During peacetime for which service a campaign or expeditionary medal has been authorized by the Government of the United States and where discharge was under honorable conditions. This would include Lebanon, Grenada and Southwest Asia.

A copy of the discharge form (DD-214) shall be submitted to CPS-HR Consulting for each position applied for, along with an application for employment requesting such preference, on or before the final filing date specified on the job announcement. Failure to submit the required credentials (DD-214) prior to the final filing date will be deemed a waiver of credits.

**Examination Information**

The examination process may include one or more of the following components: application evaluation, computer skills assessment, secondary screening, supplemental questionnaire, written examination, writing assessment, job related exercise, and/or a structured oral examination.

The tentative dates of the examination components are listed on the first page of this job bulletin. In the event that a supplemental questionnaire is included, please note that the answers provided may be used as a secondary screening to evaluate applicants.

The exam will be weighed based on the examination components administered for this recruitment.

**Notifications**

CPS HR Consulting will send you an email informing you of your status once it has been determined. Applicants who apply via a paper application and do not provide an email address will receive all recruitment notification(s) via United States Postal Service. Applicants selected to continue in the examination process will be invited to the next step. If you have not received notice at least two (2) working days prior to the tentative test date, please contact CPS HR Consulting at mss@cpshr.us.

Please add emails with the extension of @cpshr.us to your safe sender email list (example: mss@cpshr.us). This will help ensure that you receive all notifications. Periodically check your spam folder.
CPS HR Consulting is not responsible for emails that are not received, and examinations will not be re-scheduled as a result of emails not being received.

Some positions require that all approved applicants take and pass an oral examination to continue in the recruitment process. If this job bulletin states that there will be an oral examination for this position, please note the following: Prior to being scheduled for the oral examination, you may receive an email regarding scheduling an examination time from CPS HR Consulting, mss@cpshr.us. If you do not respond to the email sent to you by the specified deadline, or you are not available on the specified examination date, you will not be scheduled for the oral examination.

**Special Testing Arrangements**

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CPS HR Consulting at mss@cpshr.us or 916-263-3614 upon notification that your application has been approved. Documentation from medical, military, school, or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

**Foreign Education**

Applicants who completed their education outside of the United States must submit verification of degree and/or course equivalency by the application deadline. Organizations that provide foreign education credential evaluation services can be found at www.naces.org. CPS HR Consulting will accept verification of degree and/or course equivalency from any of the listed member agencies. You must fax all pertinent documents to CPS HR Consulting at 916-648-1211 or by email to mss@cpshr.us prior to the application deadline. Applicants who have previously submitted degree equivalency documentation must notify CPS HR Consulting.

**About Merced County**

Merced County, with a population of approximately 263,228, is located in the heart of the San Joaquin Valley, the world’s most productive agricultural area, and spans from the coastal ranges to the foothills of Yosemite National Park. With such a central location, travel to the San Francisco Bay Area or the picturesque resorts of Monterey and Carmel takes about two hours. Lake Tahoe and Reno are within a four-hour drive. Residents enjoy summer temperatures averaging 95°F and winters averaging 55°F.

Merced, the County seat, has the highest population of approximately 81,102, yet retains the charm of a small town with amenities routinely found in larger communities. The University of California Merced campus provides new educational and economic opportunity, adding to the already-established growth of the region. Merced’s revitalized downtown is emerging as the entertainment center of the area.
How to Apply

Applicants must submit a completed online application, including any of the additional documents/materials indicated. Additional documents/materials are included in the online application. Apply online by logging onto www.mss.ca.gov and follow the instructions.

The information you include on all recruitment and selection related documentation is an integral part of your examination and will be reviewed and evaluated based on the current job requirements. Only the education, experience, and training you list will be compared to the criteria measuring the qualifications for this job, and only applicants with the most relevant education, experience, and training will be included in each phase of the selection process. Therefore, it is especially important that your responses to each component of this process be as complete and detailed as possible. Be very careful to list all relevant education, experience, and/or training that should be taken into account for this job.

It is recommended that you apply via the online application system. Applicants without Internet access may fax a paper application to (916) 648-1211 or mail to the address below. Faxed or mailed applications will ONLY be accepted on the dates/times indicated on the front of this job bulletin. POSTMARKS ARE NOT ACCEPTED. Application packets may be obtained by contacting CPS HR Consulting, or the Social Services, Child Support, or Human Resources Department in the County.

CPS HR Consulting
Merit System Services Unit
241 Lathrop Way, Sacramento, CA 95815
Website: www.mss.ca.gov
Email: mss@cpshr.us
Phone: (916) 263-3614

Note: Your application and any additional material become the property of CPS HR Consulting.

Please make a copy for your file.

This job bulletin will not be available online after the application deadline.

Please print a copy for your records.

Nothing in this recruitment bulletin constitutes an expressed or implied contract. CPS HR Consulting reserves the right to make necessary modifications to the examination plan and/or schedule in accordance with Local Agency Personnel Standards.

Bulletin Issue Date: August 28, 2017
CHILD SUPPORT SPECIALIST SUPPLEMENTAL APPLICATION
Merced County Department of Child Support Services
Application Deadline: Friday, September 1, 2017

IF YOU ARE SUBMITTING A PAPER APPLICATION, YOU MUST INCLUDE THIS SUPPLEMENTAL APPLICATION WITH YOUR MATERIAL. FOR ONLINE APPLICANTS, THESE QUESTIONS WILL BE INCLUDED IN THE SUPPLEMENTAL SECTION OF THE APPLICATION.

A Child Support Specialist performs a variety of duties consisting of maintaining a caseload and locating and interviewing custodial and non-custodial parents and others for the purpose of establishing paternity and child support obligations. Please respond to the statements below to assess your level of interest in performing the duties of this position.

<table>
<thead>
<tr>
<th>No.</th>
<th>Statement</th>
<th>YES</th>
<th>NO</th>
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<tbody>
<tr>
<td>1</td>
<td>I am willing to make decisions and recommendations that affect the lives of children and families.</td>
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<td>2</td>
<td>I am willing to testify in court before judges, attorneys, and families.</td>
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<td>3</td>
<td>I am willing to work with customers that may be in a highly emotional state.</td>
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<td>4</td>
<td>I am willing to collect DNA samples while following safety procedures, by swabbing the inside of a customer’s mouth.</td>
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<td>5</td>
<td>I am willing to maintain the confidentiality of all child support customers.</td>
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<td>6</td>
<td>I am willing and able to display empathy when appropriate, while maintaining professional boundaries.</td>
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<td>7</td>
<td>I am willing to meet multiple deadlines and perform work under time sensitive mandates.</td>
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<td>8</td>
<td>I am willing to make collection calls to individuals that owe child support money.</td>
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<td>9</td>
<td>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.</td>
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<td>10</td>
<td>I am willing to take actions such as attaching wages of a non-custodial parent, impacting a customer’s credit rating, intercepting state and federal tax returns, and revoking driver’s licenses in an effort to collect child support payments.</td>
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<td>11</td>
<td>I am willing to accept customers’ differences and interact with them in a non-judgmental manner.</td>
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<td>12</td>
<td>I am willing to work in a high volume work environment carrying a large case load which is heavily deadline driven.</td>
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<td>13</td>
<td>I am willing and have the ability to handle multiple tasks, prioritize, and plan my work.</td>
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14 | I am willing to work in a team environment and maintain collaborative and effective working relationships. |  |  |
15 | I understand that my core responsibility is the establishment of paternity and child support orders, enforcing and collecting of child support money. |  |  |
16 | I understand that my work environment requires the ability to sit for long periods of time while working on a computer or telephone. |  |  |

***If you answered no to any of the previous items, please be advised that these are common job requirements for a Child Support Specialist.***

Candidates that successfully pass the application and examination process may be required to complete a background investigation. Please respond to the statements below to determine your readiness to submit to a background investigation.

<table>
<thead>
<tr>
<th>No.</th>
<th>Statement</th>
<th>YES</th>
<th>NO</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>I have been convicted of a felony.</td>
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<td>2</td>
<td>I am willing to submit to a medical screening.</td>
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<td>3</td>
<td>I am willing to submit to a drug screening.</td>
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<td>4</td>
<td>I understand that I will be privy to highly confidential information and misuse of such information is subject to criminal and civil action and or termination of employment.</td>
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INTRODUCTION
Submitting an application is the first step toward a valuable and rewarding career as a Child Support Specialist. We offer this additional information in an effort to provide you with a clear understanding of the nature of the job and its requirements. Please take the time to review this information prior to submitting an application.

NATURE OF WORK
The primary function of a Child Support Specialist involves establishing paternity and child support obligations and enforcing child support laws. The work performed includes processing of a broad range of paperwork and entering information into a computer-based case data management system with very time sensitive agency and legal deadlines. The Child Support Specialist maintains a caseload and locates and interviews custodial and non-custodial parents and others to gather information for locating non-custodial parents and their assets, determining financial ability to pay child and medical support, establishing paternity and child support orders, and collecting those court-ordered support payments. They also prepare cases for court hearings.

Within legal requirements and departmental policies and procedures, Child Support Specialists operate with considerable independence and must exercise discretion and judgment in evaluating cases and determining the level of support and the methods of enforcement. They have discretionary ability to obtain highly confidential information from a wide variety of sources, which must be used only for business purposes. Misuse of such information is subject to criminal and civil action.

Typical duties include:
- 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.

• 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.

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 stress 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.

CONTROVERSIAL ISSUES
As a Child Support Specialist you may be required to take actions that conflict with your own values. A Child Support Specialist must be able to accept clients’ differences and interact with them in a non-judgmental manner. Some of the controversial issues encountered in a Child Support environment include:

• Enforcing mandatory guideline child support orders that may not seem reasonable.

• Attaching the wages of non-custodial parents who then allege they will not be able to support their current family.

• Negatively impacting a non-custodial parent’s credit rating.

• Intercepting state and federal tax returns.

• Revoking driver’s licenses, required employment and professional licenses, and passports.

• Clients who do not wish to be cooperative.

• Clients in a highly emotional or irate mental state.

• Custodial parents involved in Welfare fraud.

• Clients who are domestic violence victims.

• Clients with felony convictions.

• Homeless individuals and families.

• Clients whose life style, culture, and/or values may be significantly different than your own.

• Mandatory reporting of child and adult abuse.