

CHILD SUPPORT SPECIALIST

Distinguishing Features of the Class: This position involves verifying the absence of a legally responsible relative from a household, locating the individual and assessing the possibility of obtaining child support payments from him/her. This worker may function in an intake/establishment capacity in determining the location and financial status of absent parents, or in an enforcement capacity by communicating with employers or absent parents in an attempt to secure child support payments for the custodial parent. The work is performed under the supervision of either a senior level support specialist or the Coordinator of Child Support Enforcement, allowing incumbents considerable leeway in carrying out specific tasks. Does related work as required.

Typical Work Activities:

- Reviews applications and interviews temporary assistance recipients and non-temporary assistance custodial parents in order to obtain information necessary to prepare paternity and support petitions;
- Interviews non-temporary assistance custodial parents to gather information necessary to enforce existing orders of support;
- Interviews mothers to gather information necessary to establish paternity for children born out of wedlock;
- Compiles information necessary to obtain a Family Court order establishing a child support obligation and health insurance provision against an absent parent. Prepares the petition on the state maintained computer system and files the petition in the local Family Court. May appear in Family Court for hearings resulting from the filing of the petition. May work in conjunction with the Assistance County Attorney on court related matters. Prepares court orders of Findings and Stipulations;
- Interprets court orders;
- Contacts banks, insurance companies, employers to determine financial resources of absent parents and availability of health insurance as appropriate;
- Contacts and interviews all parties who may possess information on the whereabouts of absent parents;
- Contacts other governmental institutions in an effort to locate absent parents;
- Initiates and/or responds to inquiries from other jurisdictions to facilitate collection, location, enforcement of support orders against absent parents within our area or within the other jurisdiction;
- Works with Medicaid workers, absent parents and employers to enroll children who are recipients of Medicaid on employer sponsored health insurance plans;
- Responds to problems experienced by absent or custodial parents, or employers with regard to child support issues;
- Refers cases of suspected fraud to the appropriate investigative unit;
- Interprets various system generated reports;
- Prepares reports as necessary;
- Maintains a continuous file of case actions on the state maintained computer system.

Child Support Specialist contd.**Full Performance Knowledge, Skills, Abilities and Personal Characteristics:**

- Working knowledge of investigative techniques used in determining the location and financial status of individuals;
- Working knowledge of office terminology and technologies used in keeping financial records and reports;
- Ability to communicate effectively with diverse populations including consumers and other service providers;
- Ability to understand and interpret laws governing child support;
- Ability to express information in both written and verbal formats;
- Well developed capability for observation and perception;
- Ability to attend to detail in verbal and written formats;
- Ability to utilize detail oriented statewide computer systems as well as PC's;
- Physical condition commensurate with the demands of the position.

Minimum Qualifications:

- A) Graduation from a regionally accredited or New York State registered college or university with an Associates' Degree; **OR**
- B) Graduation from high school, or possession of a high school equivalency diploma and two (2) years of utilizing the Child Support Management System, or two (2) years interviewing or investigating involving public contact, or two (2) years of providing customer service in the public sector, or two (2) years experience in collection of debts.

Special Requirements: Possession of an appropriate New York State Motor Vehicle Drivers License at the time of appointment.

Note: An original transcript is needed for all degrees.

01/01/88
 09/04/90
 10/16/90
 11/06/97
 08/16/99
 05/29/03
 07/02/07

CLASS: COMPETITIVE