

CHILD SUPPORT SPECIALIST II

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for making assignments and supervising the work of Child Support Specialists I. The incumbent performs both field and office collection duties as well as conducting support investigations on a regular basis. Primary responsibilities are to establish voluntary support schedules and insure that the agency's support payment agreements and court orders are complied with and to oversee and participate in the location of individuals legally responsible for the support of welfare recipients. Work is performed in accordance with established policies and procedures, under the general supervision of the Coordinator of Child Support Enforcement and is reviewed through conferences and written reports. Performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Oversees and participates in the interviewing of welfare recipients and applicants and their relatives, neighbors, friends, informers and others in an effort to obtain information concerning the whereabouts of certain individuals;

Oversees and participates in the monitoring of support payments as ordered by the Court or pursuant to voluntary payment agreements and insures that follow up is made on all delinquent accounts;

Reviews records of delinquent accounts in an effort to mediate and/or negotiate support agreements;

Establishes and maintains a cooperative working relationship with other governmental agencies for assistance in locating individuals;

Refers uncollectable accounts to appropriate legal authority for further court action and prepares court petitions;

Obtains evidence for trial preparation;

Accepts monies and issues receipts for support payments collected in the course of field visits;

Participates in the development and implementation of effective controls on the receipt and accounting of support monies in the agency;

Oversees and participates in the interviewing of unwed mothers to determine feasibility of pursuing court action to establish paternity;

Oversees and participates in the preparation of reports as required;

Assists in training of new staff;

Oversees and participates in the maintenance of necessary records and files.

Performs a variety of related activities as required.

CHILD SUPPORT SPECIALIST II (cont'd)

Typical Work Activities are intended only as illustrations of possible types of work that might be appropriately assigned to an incumbent of this title. Work activities that do not appear above are not excluded as appropriate work assignments, as long as they can be reasonably understood to be within the logical limits of the job.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of the principles, practices and methods of child support investigation and collections; good knowledge of Family Court and/or other laws and regulations as they affect child support investigation and collection; good knowledge of effective training techniques; working knowledge of account keeping concepts; skill in interviewing techniques; ability to understand and interpret mathematical data; ability to gather and analyze facts and to arrive at sound conclusions; ability to establish and maintain effective working relationships with a variety of individuals and agencies; ability to obtain information from individuals who may be uncooperative or hostile; ability to maintain records and prepare reports; ability to express oneself clearly and concisely, both orally and in writing.

MINIMUM QUALIFICATIONS: Either

- a) Associates degree or completion of sixty (60) college credits and two (2) years of investigation or collection experience involving public contact; or
- b) Graduation from high school or possession of a comparable diploma and four (4) years of investigation or collection experience involving public contact; or
- c) An equivalent combination of the training and experience as described in a) and b) above.

PLEASE NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Department of Education as a post secondary, degree-granting institution.

SPECIAL REQUIREMENTS:

1. Access to transportation may be required to complete possible field work assignments in a timely and efficient manner.
2. Employees in this class will be required to obtain a Notary Public license after appointment.