

CLASS SPECIFICATION

Yuba County

January 2003

CLASS TITLE: Child Support Technician

FLSA STATUS: Non-exempt

JOB SUMMARY:

Obtains information from custodial; non-custodial parents through an interactive interviewing process; enters information into an automated computer system for the Department of Child Support Services; performs related work as assigned.

CLASS CHARACTERISTICS:

This is a support class for Child Support Services with primary responsibility for interviewing and registering information into an automated computer system. This class is distinguished from the Case Manager I/II classes in that the latter have greater knowledge of state and federal laws, rules and regulations related to child support activities.

EXAMPLES OF DUTIES:

Essential:

- Conducts interviews, obtains information and other documentation from customers, either in office or at co-located facilities, to elicit identifying and basic information for child support activities.
- Assists parents in completing forms and providing the necessary information; inputs customer information into an automated computer system following established formats.
- Initiates correspondence to public and private organizations and local state and federal agencies to obtain documentary evidence of income, assets and other sensitive material.
- Interprets and explains basic California child support regulations to custodial and non-custodial parents and others, apprises customers of their rights and responsibilities.
- Assists customers in communicating with representatives of the department, community agencies and others; makes referrals to other community service agencies.
- Assists in processing wage/earning assignments; may type some legal documents.
- May act as the primary telephone contact for the department on a rotating or as-assigned basis.
- Prepares standard reports, correspondence and other written materials.
- Performs a variety of office support work such as processing forms, copying and filing materials.

Important:

- May be required to drive a personal or County motor vehicle.

QUALIFICATIONS:

Knowledge of:

The use of specified computer applications involving Microsoft Windows, word processing, data entry and/or standard report generation.

General goals and purposes of child support services

Techniques for interviewing and gathering information from a varied population.

Business arithmetic.

Standard office record keeping principles and practices.

Skill in:

- Learning child support activities.
- Communicating clear and accurate information regarding clients to child support service staff.
- Interviewing and obtaining accurate information from a difficult client population.
- Interpreting, explaining and applying program rules and regulations.
- Making accurate arithmetic calculations.
- Preparing clear and accurate notes, reports, correspondence and other written materials.
- Entering data into a computer system with sufficient speed and accuracy for performing the work.

Ability/Physical Demands:

- Mobility to work in a typical office setting and to use standard office equipment.
- Vision to read printed materials and a computer screen for prolonged periods of time.
- Ability to drive a motor vehicle.
- Hearing and speech to communicate in person or over the phone.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Working Conditions:

- Generally a typical office setting.

Licensing and Certification:

- Ability to obtain a valid California Class C driver's license within thirty (30) days of employment.

Background: The minimum and preferred requirements for this position are described below:

Minimum:

Equivalent to graduation from high school and the following experience; one (1) year of clerical support experience in Department of Child Support Services OR two (2) years of progressively responsible office support experience that has involved working with the public.

Preferred:

Thirty (30) college level units in the behavioral, social science or closely related field and two (2) years of office support experience involving explaining complex rules and regulations to the public.

This class specification lists the major duties and requirements of the job. Incumbent(s) may be expected to perform job-related duties other than those contained in this document.

Dept Initials: _____
Date: _____

Personnel Initials: _____
Date: _____