

CLASS SPECIFICATION

Yuba County

January 2007

CLASS TITLE: Deputy Director of Administrative Affairs

FLSA STATUS: Exempt

JOB SUMMARY:

Under the direction of the Appointing Authority, manages, coordinates and directs the work of all non-legal staff and activities through subordinate supervision in the Child Support Services Department; performs related work as assigned. May assume responsibility for the administration and operation of the department in the absence of the Director of Child Support Services.

CLASS CHARACTERISTICS:

This management class provides division level management over all supervisory, technical and office support staff required for the establishment of paternity and the establishment and enforcement of child support orders in accordance with state and federal laws. In addition to the oversight of division staff, the work involves assisting with such administrative functions as developing and implementing processes and procedures and ensuring overall service effectiveness in the area of responsibility. This class is distinguished from other administrative or management classes within the legal field in that responsibilities relate specifically to the enforcement of child support laws and regulations.

EXAMPLES OF DUTIES:

Essential:

- Plans, organizes, administers, reviews and evaluates the work of staff directly and through subordinate supervision.
- Recommends selection of staff; trains staff in work procedures; administers discipline as required.
- Assists in developing and implementing goals, objectives, policies, procedures and work standards; establishes schedules and methods for case processing.
- Coordinates the activities and services of all divisions within the department, County departments, the courts and state and federal agencies to meet the mandated mission of the department; represents the department and the County in meetings with representatives of such agencies.
- Confers with staff and provides technical assistance and guidance regarding difficult case problems.
- Investigates, reviews and resolves complaints from petitioners, respondents and other individuals and groups; reviews documentation, questions parties as necessary and renders equitable decisions.
- Directs the balancing of accounts receivable; establishes internal accounting controls, prepares periodic financial reports, and assists in the preparation of the department's state and federal budgets.
- Provides information to customers and the public in person and over the telephone.
- Plans, coordinates and conducts a variety of projects and analytical studies related to the work; reviews or develops reports of findings, alternatives and recommendations.
- Directs the maintenance of accurate records and files; directs the preparation of or prepares periodic or special reports related to the function of the department.

Important:

- May drive a personal or County motor vehicle to visit various agencies and offices.

QUALIFICATIONS:

Knowledge of:

Principles and regulations related to the child support function, including the establishment of paternity and the clarification of rights of custodial and non-custodial parents.
Administrative principles and practices, including goal setting, program development, implementation and evaluation.
Principles and practices of employee supervision, including selection, work planning, organization, performance review and evaluation, and employee training and discipline.
Applicable laws, codes and regulations.
Records management principles and practices.
Correct business English, including spelling, grammar and punctuation.
Standard office practices and procedures.
Basic bookkeeping principles and practices and experience building performance-based budgets.
Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Skill in:

Planning, organizing, supervising, reviewing and evaluating the work of others.
Training others in policies and procedures related to the work.
Assisting in developing and implementing goals, objectives, policies, procedures and work standards.
Interpreting, applying and explaining applicable and complex codes and regulations.
Preparing clear, concise and accurate reports, correspondence, procedures and other written materials.
Maintaining or directing the maintenance of accurate records and files.
Using initiative and independent judgment within general policy guidelines.
Using tact, discretion and prudence in dealing with those contacted in the course of the work.
Dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.

Ability/Physical Demands:

- Mobility to work in a typical office setting, use standard office equipment, and to drive a motor vehicle in order to visit satellite offices and attend meetings.
- Vision to read printed materials and a computer screen for prolonged periods of time.
- Hearing and speech to communicate in person or over the telephone.

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 environment. Must occasionally attend meetings outside of normal working hours.

Licensing and Certification:

- Possess a valid California Class C driver's license.

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

Minimum: Equivalent to completion of two (2) years of college or university (60 semester units) with at least eighteen (18) units in any of the following disciplines: business or public administration, social science, paralegal studies, criminal justice or a field closely related to the work and eight (8) years progressively related experience, which has included at least two (2) years of lead or supervisory experience in child support service programs.

One month additional experience in supervisory or management in child support services may be substituted for 1.25 units of education to a maximum of 60 units.

Preferred: In addition to the minimum, a Bachelor's degree in business or public administration, social science, paralegal studies, criminal justice or a field related to the work and additional years of supervisory or management experience in a child support services agency.

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.