

Jurisdictional Class: Competitive
Adopted: March 9, 1989
Revised: February 2, 2012

CHILD SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: This is an entry-level position into the child support unit involving responsibility for conducting investigations and initiating computer system activity to generate child support payments from individuals legally responsible for the support of their dependents. The incumbent performs investigations to locate individuals so that support and paternity orders may be established and payments may be obtained through court orders. The incumbent is responsible for monitoring established accounts for ongoing payments, enforcement of those payments via automated collections processes or by Family Court action, upward modification of child support obligations by automated process or by Family Court action, and other case processing that may be necessary for case establishment and maintenance. Work is performed under the general supervision of a Senior Child Support Specialist and Coordinator of Child Support Enforcement requiring the exercise of a considerable amount of independent judgment and initiative in the performance of assigned duties. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Reviews records of accounts that need to be established and delinquent accounts;
In an effort to locate individuals with delinquent accounts or those who need to have accounts established, follows up through telephone, e-mail and personal contacts with friends, relatives, informers, neighbors, associates, and various governmental agencies;
Elicits information such as debtor's residence, family records, and financial status from a variety of sources;
Makes referrals for appropriate legal action to establish, enforce, and modify accounts, and compiles and furnishes required information for related agencies and for court action within confidentiality regulations;
Files petitions in Family Court that are necessary for case processing;
Attends and testifies at child support hearings held before the Support Magistrate and/or Family Court Judge;
Interprets court orders and adjusts case records accordingly;
Monitors child support payments pursuant to court orders;
Monitors state automated enforcement processes for compliance and/or adjustments;
Reviews child support system generated reports to insure correct case update action and processing;
Maintains computer files and prepares appropriate reports;
Interviews custodial parents or guardians to determine the feasibility of pursuing court action to establish paternity and support orders;
Attends training workshops and meetings within the agency and at other local and state departments to improve job performance and inter-agency communication.

Child Support Specialist

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of the principles, practices, and methods of child support investigation and collection;
Good knowledge of payroll forms, medical forms, and tax forms;
Good knowledge of Family Court and/or other laws and regulations as they affect child support investigation and collection;
Familiarity with the use of computers and various computer programs;
Skill in interviewing techniques;
Ability to make simple and accurate mathematical computations;
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 who may be uncooperative or hostile;
Ability to maintain records and prepare reports;
Sound judgment.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree or higher; or
- (b) Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in accounting, financial record keeping, or investigative experience related to either financial, criminal, insurance, or private civil matters accounting; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet work requirements made in the ordinary course of business in a timely and efficient manner.

Candidates must be bondable.