

CHILD SUPPORT SUPERVISOR

General Definition of Work:

Performs administrative and supervisory work involving the locating of non-custodial parents, establishing paternity and support orders, and enforcement of child support orders in a child support services program. Work is circumscribed by a variety of federal, state and county court decisions, laws, policies, regulations and procedures. Work is performed under regular supervision of a Child Support Supervisor III. Supervision is exercised over subordinate employees.

Essential Functions/Typical Tasks:

Supervising, planning, organizing, directing, and evaluating the program's operations, priorities, and goals; reviewing and monitoring work of staff; entering and maintaining case data in the appropriate county and state systems; maintaining records, files, and confidentiality.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

- Responsible for supervising, training and evaluating staff and has substantial influence in hiring and other employment decisions.
- Receives, responds to and resolves customer complaints or directs to appropriate agent.
- Gathers and tracks data on a monthly basis of unit production and customers served.
- May be involved with some direct establishment or enforcement work especially on the more difficult or controversial cases.
- Resolve concerns and establish policies and procedures with local judicial and law enforcement system.
- Makes recommendations to Child Support Supervisor III concerning space, equipment, and resources needed.
- Coordinates work activities between clerk of court, agency attorney, and law enforcement personnel.
- Advises and explains changes in program policy to staff.
- Investigates and prepares cases (for the attorney) and determines the course of action.
- Assists the attorney in the courtroom in presenting the case and reviewing evidence.
- Testifies in court as required.
- Attends meetings as assigned or required.
- Operates computer terminal entering and retrieving data from the appropriate state and county systems.
- Documents electronic case record.
- Performs related tasks as required to potentially include but not limited to emergency shelter operations.

Knowledge, Skills and Abilities:

Thorough knowledge of applicable legal procedures, the child support services program, judicial operations, and office management practices and procedures. Knowledge of and ability to read, analyze, interpret and apply federal, state, and County program rules, regulations and procedures; of investigating cases. General knowledge of agency and community programs and services. Working knowledge of supervisory practices and management techniques; and of standard office procedures, practices and equipment. Skill to use a variety of office machines, computers, applicable software and typing. Skill in interviewing, investigating, and analyzing case variables. Ability to organize and summarize case information; to represent program in oral and written form; basic math skills; to establish and maintain effective working relationships with custodial and non-custodial parents or caretakers, location resources, offices of the Clerk of Court, Magistrates, District Attorney, Sheriff, other court officials, and private attorneys; to prepare and maintain accurate records and reports; to communicate effectively orally and in writing with persons of varied social, economic, cultural and educational backgrounds; to maintain composure, keeping emotions in check, even in difficult situations; and to attend work regularly.

Education and Experience:

Requires a bachelor's degree from an appropriately accredited college plus one and one half years of experience in child support services; or associate degree from an appropriately accredited college in business administration, human resources, law enforcement or closely related degree and two and one half years of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed to perform the work including one year of child support agent experience; or graduation from high school and four and one half years of experience in eligibility, investigative, judiciary, or legal work that provides the knowledge, skills, and abilities needed

to perform the work including one year of child support agent experience. An equivalent combination of education and experience may be considered.

Physical Requirements:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects and requires some medium work involving the exertion of 50 pounds of force occasionally, up to 20 pounds of force frequently, and up to 10 pounds of force constantly to move objects; work requires stooping, reaching, fingering, grasping, and repetitive motions; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications; visual acuity is required for preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to contact with irate clients and absent parents, some who are potentially dangerous; the worker is not subject to adverse environmental conditions.

Special Requirements:

Possession of an appropriate driver's license valid in the State of North Carolina. Position may occasionally require working before/after normal business hours to meet the needs of families/clients.

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