



POSITION VACANCY

Child Support Supervisor II

Position #: 535001

OPENING DATE: 08/20/2021 **PAY GRADE:** 68
CLOSING DATE: 08/31/2021 **SALARY:** \$42,156 - \$59,565+ Benefits

JOB DESCRIPTION: This position supervises a medium size staff of child support agents and clerical support. Responsibilities include the administration of the Child Support Program which involves planning, organizing, directing, training, evaluating the program, setting work standards, reviewing work and personnel functions. Provide administrative and technical supervision of the agents and clerical support staff. Resolve major concerns with the local judicial and law enforcement system and provide information to the community. Plans work operations, setting priorities and deadlines, establish goals, and determine needs to operate the program and justifies to the agency director. Establishes work assignments, procedures and methods-within agency and/or state policies and regulations. Trains staff on program policies and changes to ensure policies, manuals and regulations are implemented and followed. Establishes, develops and revises work standards for the program assuring compliance with manuals, statutes, and regulations. Explains new policies and procedures. Establishes guidelines in accordance with overall agency standards and goals. Reviews program on a regular basis through reports and with staff. Evaluates applicants for hire, interviews, and makes recommendations to the director in regards to hiring new staff, conducts performance appraisals, consults the director and makes recommendations on promotions, reassignments and disciplinary actions related to work performance and/or conduct. Employee has periodic conferences with the County Director regarding the Child Support Program. Employee also has conferences with the regional consultant regarding technical or administrative concerns.

KNOWLEDGE, SKILLS, ABILITIES: Thorough knowledge of the Child Support Program, related legal procedures, judicial operations; considerable knowledge of office management practices and procedures. Working knowledge of supervisory practices and management techniques. Skill in interviewing, investigating, analyzing case variables. Ability to organize and summarize case information; ability to represent program in oral and written form. Ability to plan, direct, monitor and develop the program and supervise staff.

Ability to establish and maintain effective working relationships with clients and absent parents, location resources, offices of the Clerk of Court, Magistrates, District Attorney, Sheriff, other court officials, agency and private attorneys. Prefer an individual who has a considerable knowledge of computers and the ACTS system.

MINIMUM QUALIFICATION: Graduation from a four-year college/university and two and one half years of experience in the IV-D program. Associate Degree in Business Administration, Human Resources, Law Enforcement or closely –related degree and three years of experience, including one year of IV-D experience. Graduation from high school plus five years of experience in investigative, judiciary, eligibility, attorney's office or related work which provides the knowledge, skills, and abilities needed to perform the work, including one year of IV-D experience.

PREFERRED EXPERIENCE: Extensive Microsoft Office knowledge

APPLICATION PROCESS: Submit state application (PD-107) required for employment no later than Tuesday, August 31, 2021 5:00 p.m. to:

Division of Workforce Solutions - Hoke County Location
304 Birch Street, Raeford, NC 28376
Or your local county Division of Workforce Solutions



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- All applications must be received by the Hoke County Division of Workforce Solutions on or before the closing date by 5pm.
- All work experience must be included in the work history section of the application with duties and responsibilities listed.
- Resumes are not accepted in lieu of the state application. All job information listed on resume should also be listed on the work history section of the application for work experience consideration.

SELECTION PROCESS: Structured interview for candidates meeting criteria identified as essential for vacancy, evaluation of previous work experience and education, criminal history check, and references. **The selected applicant must provide a certified driver's license record check at their own expense.**

CONTACT INFORMATION: Questions can be directed to Tera Campbell at (910) 878-1943.