# **DUPLIN COUNTY CLASS DESCRIPTION**

**POSITION TITLE: CHILD SUPPORT SUPERVISOR II**

**(DEPARTMENT OF SOCIAL SERVICES)**

## **GENERAL DESCRIPTION OF DUTIES**

The purpose of this position is to supervise and administrate the Child Support Program to ensure the program operates efficiently and effectively so that all children receive necessary and needed support from non-custodial parents. Employee performs other duties as assigned. ·

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**The list of essential functions, as outlined herein, is intended to be representative of the tasks performed with in this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.**

Requires knowledge of the Child Support Enforcement Program, laws governing child support, policies and procedures as defined by Agency, State and Federal regulations.

Plans, organizes and manages nine (9) professional agents and one (1) clerical worker.

to ensure the program operates efficiently.

Monitors the program to ensure State and Federal guidelines and time frames are met.

Manages a caseload of relative (employee-related) and conflict cases.

Monitors cases for delinquency.

Reviews and adjusts the support orders.

Provides in-depth investigations and prepares cases for court to enforce child support orders.

Types court orders and obtains appropriate approval and signatures on the legal documents.

Files orders with the Clerk of Court and forwards copies to the appropriate parties.

Coordinates work flow between other units within the agency, clerk of court district attorneys, judges, IV-D attorney and law enforcement personnel.

Establishes and plans workloads and work flow.

Writes unit policy and procedures in accordance with changes that may occur.

Develops procedures to improve efficiency and makes organizational changes when necessary.

Instructs workers which duties need to be prioritized.

Is the mediator for dissatisfied custodial and non-custodial parents whose workers whenever there is a problem with a worker.

Services on committees as requested by the Director or Income Maintenance Administrator.

Holds group and one on one conferences with employees on a regular basis.

Monitors expenditures for legal services, paternity testing and Child Support collections on a monthly basis.

## **MARGINAL FUNCTIONS**

Assists workers and other supervisors when time permits or as needs arise.

Performs other duties as assigned.

## **MINIMUM TRAINING AND 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; or four year degree plus two and one half years of work experience in the Child Support Enforcement Program: or Associate of Arts Degree in business, human resources, law enforcement or closely related field and three , years of experience in investigative, judiciary, eligibility, attorney's office or related work, including one year of IV-D experience.

**KNOWLEDGE, SKILLS, AND ABILITIES**

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

## **SPECIAL REQUIREMENTS**

All employees should possess a valid North Carolina driver’s license.

All employees may be requested to perform other duties as assigned.

All employees may be required to assist county operations during a State of Emergency, disaster or other county event.

### ADA COMPLIANCE

Physical Ability: Requires the ability to exert light physical effort in sedentary to light work. Tasks involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight up to 20 pounds. Tasks also involve some climbing, stooping, and walking. Also involved are extended periods of time at the computer or workstation.

Dexterity: Requires the ability to perform coordinated movements utilizing fine motor skills including operating office equipment and a motor vehicle.

Sensory Requirements: Requires good eyesight and mental concentration for observation of currency numbers, receipting money, and reviewing computer programs.

Environmental Factors: Safety and security is practiced throughout the agency.

### PERFORMANCE INDICATORS

Knowledge of Work: Has working knowledge of computers and software programs including Excel, Quicken, and Word. Requires knowledge of general office procedures. Requires ability to type and key with accuracy and speed.

Quality of Work: Maintains high standards of efficiency, accuracy, courtesy, confidentiality, and professional ism when dealing with clients, co-workers and other agencies.

Quantity of Work: Performs described functions and assignments efficiently and effectively in a manner to consistently meet established standards and expectations.

Dependability: Assumes responsibility for completing assigned duties in an accurate and thorough manner and in accordance with policies and procedures. Takes action to ensure workload will be covered during absences.

Attendance: Work schedule for this position is 40 hours per week, Monday thru Friday from 8:00a.m . to 5:00p.m . Is responsible to adhering to established work hours and to providing sufficient notice to upper management when requesting leave. When possible, plans absences around workload.

Initiative and Enthusiasm: Takes a positive and proactive approach toward job responsibilities. Has the ability to be a self-starter and to work independently.

Judgment: Exercises sound judgment under stressful and emergency situations. Seeks advice from supervisory personnel when appropriate for decision-making. Researches issues and situations and explores various options for resolution. Implements decisions in accordance with established policies and procedures and does so with minimum errors.

Cooperation : Willingly accepts instructions and direction from managerial staff. Strives to promote cooperation by gaining knowledge of interdepartmental functions.

Relationships with Others: Accepts role as a team member and willingly shares information and ideas with management and co-workers. Tactfully handles requests, suggestions, and complaints and makes timely response. Approaches all situations with respect for the worth and dignity of all individuals.

Coordination of Work: Plans, organizes, prioritizes, and implements tasks in accordance with established standards. Anticipates and plans for absences in a manner that is least disruptive to work flow.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Reports any observed safety issues to supervisory or managerial staff.

Planning: Knows and understands standards and expectations and plans and carries out activities in a manner conductive to meeting such standards. Understands the importance of case management. Recognizes the importance of ownership as a motivating factor. Sets target dates for completion of tasks.

Organizing: Efficiently organizes own work in accordance with agency expectations for workflow, time frames, and productivity.

Staffing: Demonstrates a willingness to mentor new and/or inexperienced staff and to help them learn expectations, procedures, policies, and standards.

Leading: Exercises enthusiasm and foresight in guiding new and/or inexperienced staff. Interacts with clients in a manner which models appropriate skills and responses to various situations.

Controlling : Contributes toward the establishment and maintenance of a positive work environment, which is conductive to good work habits. Has a clear and comprehensive understanding of established policies, standards, and procedures and recognizes why adherence to it contributes toward a productive work environment.

Decision Making : Exercises discretion and judgment in developing and implementing courses of action relative to assigned cases and workload in general. Makes decisions in accordance with established policies and procedures and seeks supervisory and managerial input and clearance when deviation from said procedures produce more desirable outcomes. Explores alternative solutions to situations based on research and consultation.

Human Relations: Seeks to develop and maintain excellent rapport and positive working relationships with both intra- and interagency personnel. Actively and open-mindedly listens to the recommendations, suggestions, concerns, and opinions of others and gives them due consideration.

Policy Implementation : Has a clear and comprehensive understanding of those policies, which guide job function. Regularly reviews policy manuals and seeks clarification and interpretation from supervisory staff as needed. Adheres to all applicable policies in the discharge of duties and responsibilities.

Policy Formulation: Stays abreast of changes in operating policy through routine review of applicable manuals and policy statements. Implements any changes in a timely manner. Makes recommendations and suggestions to supervisory and managerial staff for policy change which could enhance performance and productivity.

***Disclaimer:*** *This job description should not be interpreted as all inclusive. It is intended to identify the essential functions and requirements of this job. Employees may be requested to perform job related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this job will be evaluated as necessary should an employee/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the employee/applicant when possible. This job description is not an employment contract. Duplin County reserves the right to modify job duties or job descriptions at any time.*

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## Date Date