

STATE OF NORTH CAROLINA
OFFICE OF STATE HUMAN RESOURCES
POSITION DESCRIPTION FORM (PD-102R)

APPROVED CLASSIFICATION:

EFFECTIVE DATE: 12/29/23

ANALYST:

(This Space for Personnel Department Use Only)

1. Present Classification Title of Position: Child Support Supervisor II	7 Present 15 Digit Position Number:	Proposed 15 Digit Position Number:
2. Usual Working Title of Position: Child Support Supervisor II	8. Department, University, Commission, or Agency Granville County Department of Social Services	
3. Requested Classification of Position:	A. Institution & Division:	
4. Name of Immediate Supervisor: DSS Director or Deputy Director	10. Section and Unit: Child Support Enforcement Agency	
5. Supervisor's Position, Title & Position Number: DSS Director or Deputy Director	11. Street Address, City and County: Oxford, NC	
6. Name of Employee:	12. Location of Workplace, Building and Room Number: Oxford, NC and Creedmoor, NC.	

I. **A. Primary Purpose of Organizational Unit:** The primary goal of the Granville County Department of Social Services is to enhance the quality of life of our residents through programs and services that help the vulnerable, the aged, the young, the sick and the economically disadvantaged. The primary purpose of this unit is to locate non-custodial parents of children receiving services through the Child Support Unit, establish paternity, if not already established, establish court-ordered support through a Voluntary Support Agreement or court action, and enforce collection of orders as established. This unit responds to requests for modification of existing court orders when situations change, adding additional children to existing court orders and regularly reviewing the cases of public assistance recipients.

B. **Primary Purpose of Position:** The primary purpose of the Child Support Supervisor (CSS) II is to direct a medium size Child Support Enforcement Program directly supervising 6-11 employees/Child Support Agents (CSA). The CSS II primary responsibilities include planning, organizing, directing, and evaluating the program. The person in this role will provide administrative and technical supervision of the agents and resolve major concerns with the local judicial and law enforcement system and provide information for the community.

C. **Work Schedule:** Office hours are Monday through Friday 8:30am-5pm, with some after hours and weekend work on occasion due to shelter duty, court hearings, projects, and other departmental needs.

This is an exempt position under FLSA.

D. Change in Responsibilities or Organizational Relationship: None

II. A. DESCRIPTION OF RESPONSIBILITIES AND DUTIES: Must include % of time spent on each item.

Order of importance Sequential order

Planning and Organizing (40%)

- Plans work operations, sets priorities and deadlines, establishes goals for the IV-D program; determines needed staffing, office space, office equipment and justifies to department director, deputy director or regional consultant; plans are usually set six months to one year in advance.
- Establishes work assignments; makes changes in unit assignments, procedures, and methods-within department policies.

Managing Work and Performance (30%)

- Establishes, develops, revises work standards for the program and assures compliance.
- Reviews established manuals, statutes, regulations with staff and explains new policies and procedures.
- Establishes guidelines in accordance with overall department standards and goals.
- Reviews program accomplishment on a regular basis through reports and discussions with staff; determines internal procedures needed to achieve overall program mission.
- Counsels staff regarding grievance policy; may reprimand; acts as first line supervisor in formal actions.

Training (15%)

- Designs training materials and evaluates on-going staff needs.
- Provides orientation for new staff and determines training needs.
- Advises staff on all changes in program, policy, or unit structure during weekly conferences.
- Provides training and coordinates with state IV-D training services.

Budgeting (10%)

- Compiles statistics and projects collections for Director; recommends budget needs to Director.

Personnel Functions (5%)

- Evaluates staff performance.
- Make recommendations to department Director/Deputy Director on promotions, reassignments, dismissals, or disciplinary actions.
- Interviews applicants and confers with supervisor on hiring.

II. B. OTHER POSITION CHARACTERISTICS:

1. Accuracy Required in Work: Complete accuracy is required for this position. Accuracy is critical to the successful operation of the unit, agency, and the county to ensure compliance in all areas of administration and operation duties. This position requires that second party reviews and case monitoring's are completed to ensure that cases comply with child support policy, general statutes, and local court policies.

2. Consequence of Error: Errors with customers, confidential correspondence, create loss of integrity and reliability and can cause individuals in need to not apply for the services they need and overall service delivery. The consequence of error could be devastating as it relates to fiscal, administrative and personnel matters. Errors could result in audit exceptions, loss of funding, and lawsuits, or could be the cause of ill will and low staff morale. Serious errors can place the agency and county in jeopardy.

3. Instructions Provided to Employee: Instructions are received from the direct supervisor, agency director, various agency/state manuals, county manager and other county administrators, auditors, state consultants, Office of State Human Resources, etc. Instructions are limited and general in nature. Most of the work responsibilities are carried out independently and reviewed at completion.

4. Guides, Regulations, Policies and References Used by Employee: The position utilizes a variety of guides such as County Personnel Policy, County Policy & Procedures Manual, Classification Specification Book, General Statutes of North Carolina, DHHS Administrative and County Director Letters, Local Government Personnel Policies, Child Support online manual, Records Retention Manual, ACTS manual, county/state budget instructions, written and verbal instruction from the agency director, state office, finance office, county manager's office, local Employment Security Commission, board members, employee benefit representatives, Retirement System, Telephone Company, Postal Service, Smart Start Partnership, internet access, etc.

5. Supervision Received by Employee: This position supervised by the department director or deputy director, consults with State staff, including staff in the central office, regional office and the consultants assigned to the County.

6. Variety and Purpose of Personal Contacts: This position requires contact with internal and external stakeholders daily. These contacts can include, but are not limited to, staff, clients, County officials, and community partners.

7. Physical Effort: This position requires a high-energy person who needs to be active and mobile. This work is generally performed sitting at a desk with a minimum of lifting and usually engages in walking, sitting, writing, using a computer, calculator, talking both on the telephone and face to face, using a copy machine, etc. No excessive physical effort and must exercise good judgement when working with boxes of physical records and storing them. Work orders are completed to schedule assistance to lift boxes.

8. Work Environment and Conditions: An individual or shared office is assigned to this position, which is spacious and conducive to a good working environment.

9. Machines, Tools, Instruments, Equipment, and Materials Used: This position operates a telephone, desktop computer, printer, calculator, copier, scanner, fax machine, shredder, general office supplies and uses various manuals as listed above. Occasionally, the worker in this position may travel and operate a county or privately owned vehicle going back and forth to court.

10. Visual Attention, Mental Concentration, and Manipulative Skills: This position engages in close visual attention by constantly reading written material, close mental concentration in analytical thinking, problem solving, motivating staff, interacting with others in presenting thoughts, ideas and justifying reasons for methods used, being an active and concerned listener, etc. Visual attention, mental concentration and manipulative skills are critical in this position due to its management role in the agency and the interaction with others.

11. Safety for Others: This position must ensure staff is in compliance with the Division of Health and Safety Policy in all areas of responsibility. Also, must be able to skillfully control interviews and be able to diffuse

potential volatile situations.

12. Dynamics of Work: Various fiscal changes impact the fiscal management responsibilities of this position. The worker in this position must keep abreast of policy and procedure changes to ensure accuracy in all areas of responsibility of fiscal, administrative and personnel duties, share with staff as necessary, and to implement changes as necessary.

Organizational priorities are constantly changing due to county and state business processes and providing the array of complex services of a local department of social services. Projects may change or clarify based on management's review. Issues of confidentiality, sensitivity, or critical issues impose priorities on existing schedule. Work environment is often changing to accommodate county and state business processes, and the ability to swiftly change in this environment is important.

III. A. KNOWLEDGES, SKILLS, & 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 represent program in oral and written forms.
- Ability to plan, direct, monitor and develop the program and supervise staff.

C. 1. Required Minimum Training (Must match State classification spec):

- Graduation from high school plus five (5) 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 (1) year of IV-D experience.

Or

- Four-year degree from an accredited university plus two- and one-half years (2 ½) of work experience in Child Support Enforcement Program.

Or

- Associate of Arts degree from an accredited university in business, human resources, law enforcement or closely related field and three (3) years of experience in investigative, judiciary, eligibility, attorney's office or related work, including one (1) year of IV-D experience.
- Must have a valid driver's license.

2. Additional Training/Experience: none

3. Equivalent Training and Experience: none

IV. License or Certification Required by Statute or Regulation: none.

IV. Signatures indicate agreement with all information provided, including designation of essential functions.

Supervisor's Certification: I certify that (a) I am the immediate Supervisor of this position, that (b) I have provided a complete and accurate description of responsibilities and duties and (c) I have verified (and reconciled as needed) its accuracy and completeness with the employee.

Signature: _____ Title: _____ Date: _____

Employee's Certification: I certify that I have reviewed this position description, completed by the above-named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

Section or Division Manager's Certification: I certify that this position description, completed by the above-named immediate supervisor, is complete and accurate.

Signature: _____ Title: _____ Date: _____

HR Director's Certification: I certify that this is an authorized, official position description of the subject position.

Signature: _____ Title: _____ Date: _____