

CHILD SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for enforcing and monitoring the payment of child support ordered by Family Court order through the Support Collection Unit. The work is performed in accordance with Federal, State, and local laws including Family Court Act and Civil Practice Law and Rules. The incumbents are responsible for enforcing court orders and various administrative processes to obtain payment of child support, including payments on delinquent accounts. This position is not involved in field investigations. Supervision is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Monitors child support payments to identify delinquent accounts requiring further action such as filing of violation petitions, property executions, income executions, etc.;

Interviews respondent, petitioners or other responsible parties in person and over the phone regarding the status of child support accounts;

Prepares audits on accounts upon request of respondents, clients, courts, attorneys or other involved third parties;

Familiarizes themselves with new or modified orders relating to their accounts; identifies and brings errors to supervisor for resolution;

Obtains confidential information from sources such as the Internal Revenue Service, Department of Motor Vehicles, Social Security Administration, Department of Labor, etc. for the effective management and enforcement of child support accounts, which may include locating individuals using the Child Support Management System;

Responds to correspondence and phone calls from petitioners, respondents, attorneys, courts, employers, or other interested third parties regarding accounts in support related cases;

Determines need to violate delinquent respondents and prepares violation petition and other related documents to be filed for Family Court enforcement action;

Prepares and issues income executions with income payers to withhold and remit respondent's payments for child support;

Maintains detailed records of all cases with pertinent information, contacts made, steps and actions taken;

Makes phone or written inquiries to obtain information;

May testify at Family Court hearings regarding the accuracy of an account;

May compute accounts and make technical and monetary adjustments to accounts as necessary utilizing the Child Support Management System;

May type correspondence, records and other written materials for which skilled typing is not necessary.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Working knowledge of modern methods used in maintaining financial records and accounts including Automated Statewide Support Enforcement and Tracking System (ASSETS) and other computer based systems as may be required;

Working knowledge of the methods used in determining the financial status of individuals;

Working knowledge of Family Court procedures for support payments;

Ability to obtain information used in determining the location and financial status of individuals;

Ability to analyze facts and make logical conclusions and recommendations;

Ability to work with people in a supportive, non-threatening manner;

Ability to understand and apply the laws, codes, and regulations pertaining to child support cases;

Ability to perform close detailed work involving visual effort and strain;

Ability to express ideas clearly and concisely, both orally and in writing;

Ability to make mathematical computations involving decimals and percentages.

MINIMUM QUALIFICATIONS:

- A) Completion of 60 semester credit hours from a regionally accredited or New York State registered college or university; OR
- B) Graduation from high school or possession of a high school equivalency diploma and either two years of account keeping experience or two years investigative* or interviewing experience involving public contact; OR
- C) An equivalent combination of training and experience as indicated in A) and B) above.

*Investigative experience: This entails work in the field as well as office duties. The investigator receives complaints or reports of irregularities and conducts research into the background of the case and/or involved individual(s). Prior complaints or case files involving a company or individual would also be checked. The fieldwork involves traveling to an office, home, place of business or other location deemed important to the investigation. The investigator tries to obtain the cooperation of the individual involved in an investigation. A detailed

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narrative report covering every aspect of the investigation, as well as making a recommendation concerning the disposition of the complaint or case is usually required.

SPECIAL REQUIREMENT: Each candidate may be subject to a thorough background investigation. Applicants will be required to authorize access to educational, financial, employment, criminal history, or other records. Candidates will be subject to additional screenings as a term and condition of employment, including but not limited to, fingerprinting.

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COMPETITIVE