

**COUNTY OF COLUSA
DIRECTOR OF CHILD SUPPORT SERVICES**

Salary Range: DH 28

FLSA Status: Exempt

Date Approved: February 1, 2011

***Disclaimer:** Job descriptions are written as a representative list of the ADA essential duties performed by a job class. They cannot include nor are they intended to include all duties performed by all positions occupying a class.*

POSITION PURPOSE:

Directs, manages, supervises, and coordinates the programs and activities of the local Child Support Services Department including the enforcement of federal, state, and local laws; coordinates assigned activities with other County departments, divisions, and outside agencies; provides responsible and complex administrative support to the Board of Supervisors.

SUPERVISION RECEIVED:

Receives general administrative direction from the Board of Supervisors.

SUPERVISION EXERCISED:

Exercises direct supervision over assigned professional, technical, and clerical staff.

EXAMPLES OF DUTIES AND RESPONSIBILITIES:

A. Held in Common:

1. Supports the Mission of the County and its elected and appointed officials.
Exhibits the duty of loyalty to an employer's representatives.
2. Provides courteous and timely service to the public as the ultimate employer.
3. Works cooperatively with other county employees.

B. Essential Job Specific Duties:

1. Assumes full management responsibility for all Department services and activities; recommends and administers policies and procedures.
2. Manages the development and implementation of goals and objectives; establishes schedules and methods for case processing.

3. Plans, prioritizes, assigns, supervises, and reviews the work of staff involved in Child Support case activities.
4. Prepares administrative and final reviews of Child Support cases; serves as a mediator in the solving of family and child support case disputes.

C. Other Job Specific Duties

1. Evaluates operations and activities of assigned responsibilities; recommends improvements and modifications; prepares various reports on operations and activities.
2. Manages and participates in the development and administration of the department budget; directs the forecast of additional funds; directs the monitoring of and approves expenditures; directs the preparation of and implements the budgetary adjustments.
3. Selects, trains, motivates, and evaluates personnel; provides or coordinates staff training; works with employees to correct deficiencies.
4. Responds to and resolves difficult and sensitive citizen inquiries and complaints.
5. Coordinates department activities with those of other departments and outside agencies and organizations; serves as a liaison between the County and various attorneys and the public to ensure the efficient settling of cases.
6. Supervises the balancing of receivable accounts; establishes and maintains internal accounting controls; prepares financial statements.
7. Prepares a variety of reports, documents, letters, and legal forms.
8. Prepares cases for intercepts by various state and federal agencies.
9. Makes periodic court appearances as required.
10. Researches laws and information pertaining to child support.
11. Coordinates and participates in staff meetings; review staff reports.
12. Performs related duties as required.

REPRESENTATIVE COMPETENCIES AND QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill and ability required to satisfactorily perform the jobs essential duties and responsibilities.

Knowledge of:

Federal, state, and local laws, codes and regulations relating to child support cases.
Procedures and methods used in the collection of delinquent accounts.

Budgeting procedures and techniques.
Principles of supervision, training and performance evaluation.
Principles and procedures of financial record keeping and reporting.
English usage, spelling, grammar and punctuation.
Basic mathematical principles.
Modern office procedures and equipment including computers.
Word processing and other related software applications.

Ability to:

Supervise, organize, and review the work of professional, technical and clerical personnel.
Interpret and apply federal, state, and local policies, procedures, laws and regulations.
Gain cooperation through discussion and persuasion.
Prepare and administer a budget.
Select, supervise, train and evaluate staff.
Establish and maintain effective working relationships with those contacted in the course of work including County officials and the general public.
Communicate effectively verbally and in writing.
Work with accuracy and attention to detail.
Operate and use modern office equipment.
Effectively organize and prioritize assigned work.

EDUCATION AND EXPERIENCE:

The following requirements generally demonstrate possession of the minimum requisite knowledge and ability necessary to perform the duties of the position.

- Bachelors degree in business or public administration, psychology/sociology or related field.
- Five (5) years of responsible experience in processing child support cases including two (2) years of supervisory experience.
- A valid State of California driver's license and an acceptable driving record.
Possession of a Peace Officers Standards and Training Section 832 Certificate is preferred.

WORKING CONDITIONS:

The work environment characteristics described are representative of those an employee encounters in performing the essential functions of this job.

- *Work is primarily performed indoors.*
- *Noise level is quiet to moderately quiet.*
- *Hazards are minimal.*

ESSENTIAL PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable employees with disabilities to perform the essential duties.

- *Sit for extended periods of time.*
- *Stand, walk, and bend.*
- *Hear and speak both in person and on the telephone.*
- *Use hands and fingers to operate office equipment.*
- *See well enough to read documents and operate office equipment.*
- *Lift and move up to 25 pounds.*