

Child Support Specialist III

1. Analyzes and evaluates the more difficult and sensitive cases, such as those involving complex issues, local agency staff or public figures, or complaints regarding program services.
2. Interviews custodial and non-custodial parents, witnesses, family members, representatives from law enforcement agencies and attorneys to obtain statements and gather information for establishing paternity, locating absent parents and determining financial status in complex, difficult, and sensitive cases.
3. Takes sworn statements from custodial and non-custodial parents and arranges for blood tests in cases where paternity is in question.
4. Determines responsible party's payment obligation and support capability in highly difficult and sensitive cases.
5. Attempts to persuade responsible parties to make payments without recourse to legal action.
6. Recommends cases for prosecution, prepares legal documents for court filing, assists attorneys in preparing cases, and testifies in court as necessary.
7. Initiates and processes such legal actions as property liens, notices of assignment, writs of execution, orders of examination, and contempt actions pertaining to the enforcement of child support.
8. Provides technical assistance to trainee and journey level Child Support Specialists in interpreting and applying relevant laws, regulations, and procedures.
9. May exercise lead supervision over newly employed staff or over cases requiring several staff members.
10. May review case records for quality control, audit, or training purposes.

11. May develop and conduct training sessions.
12. May perform supervisory duties in the absence of a higher-level staff member.
13. Apply and explain Federal and California child support laws and regulations in complex situations.
14. Understand, apply, and explain state and local child support procedures.
15. Research and extract factual information.
16. Elicit information from hostile and/or uncooperative individuals.
17. Independently analyze situations and factual information and take effective action.
18. Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds.
19. Perform arithmetic calculations and understand financial records.
20. Prepare complete and concise oral and written reports.
21. Organize and prioritize work assignments.
22. Exercise initiative within the limits of assigned duties.
23. Exercise tact, diplomacy, and flexibility.
24. Assist and train newly assigned staff.
25. Plan, organize, and review the work of subordinates.
26. Maintain confidentiality.
27. Establish and maintain effective working relationships.

28. Operate computer equipment and computer databases and programs common to child support enforcement activities.