

Child Support Specialist II

1. 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.
2. Takes sworn statements from custodial and non-custodial parents and arranges for blood tests in cases where paternity is in question.
3. Evaluates income and expense data of non-custodial parent to determine support capability; reviews financial condition to determine arrears obligations.
4. Explains legal requirements and the calculation of support payments to non-custodial parents and other involved parties.
5. Attempts to secure support agreements and 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. May initiate and process 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. Accesses computerized databases and maintains computerized files.
9. Responds to inquiries from the public.
10. Provides case status information and interprets child support statutes, regulations, and procedures to custodial and non-custodial parents.
11. Assist in field investigations of cases.
12. Supervise clerical staff and train, orient, and act as lead to Child

Support Specialist I.

13. Read, understand, apply and explain Federal and California child support laws and regulations.
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. Maintain confidentiality.
24. Establish and maintain effective working relationships.
25. Exercise tact, diplomacy, and flexibility.
26. Operate computer equipment and computer databases and programs common to child support enforcement activities.