



Cayuga County Department of Human Resources and Civil Service Commission

JOB SPECIFICATION

Civil Service Title: **CHILD SUPPORT ENFORCEMENT COORDINATOR**
Jurisdictional Class: Competitive
Civil Division: Department of Social Services
Adoption: CSM 11/19/77
Revised: CSM 3/14/90, 08/13/03, 10/15/03, 12/8/04; 7/13/05, 10/19/21

DISTINGUISHING FEATURES OF THE CLASS:

This is a professional position responsible for planning, coordinating, and overseeing the Child Support Enforcement Unit and Support Collection Unit. The duties involve both coordinating and directly supervising such functions as investigations, financial record keeping, collections, and court actions. Administrative direction is received from the Commissioner of Social Services or Deputy Commissioner for Social Services or his/her designee with leeway allowed for carrying out specific details of the program. Supervision is exercised over professional and clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Plans, coordinates, supervises, and manages the activities within assigned area of responsibility;
Develops and interprets local policy and procedures for implementing Federal and State regulations regarding child support enforcement;
Oversees the support investigation and parent locator functions of a social service district;
Oversees the collection and accounting of child support moneys received in a social service district for private and/or Public Assistance requests;
Monitors staff performance, makes performance evaluations, and institutes performance standards in area of responsibility;
Completes Federal, State and local reports in a timely manner to ensure accurate statistical data analysis;
Establishes and maintains a close working relationship with the Family Court, the County Attorney, the District Attorney, and other law enforcement officials;
Represents the local district in court proceedings involving support;
Evaluates staff training needs and conducts special in-service training programs for staff;
Participates in the interviewing, hiring, and/or discharge of staff;
Evaluates and makes recommendations about programs and policies concerning the Federal Child Support Enforcement program;
Verifies compliance with procedures and monitors for accuracy of case processing and preparation of documents and orders (i.e. reviewing case records for accuracy and completeness);
Establishes and maintains liaison with various units in the County Department of Social Services for prompt exchange of case information;
Acts as liaison with the State Office of Child Support and Parent Locator Services, the local agency and the community;
Performs related duties as assigned by supervisor.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of Federal, State, and Local social welfare laws, rules, and procedures particularly as they relate to establishment of paternity and enforcement and collection of financial support for dependent children;

Good administrative ability as required in planning and coordinating the work of social services units performing diverse functions;

Ability to establish and maintain cooperative relations with the public and other governmental and private agencies;

Ability to prepare reports;

Tact and courtesy;

Good physical condition.

MINIMUM QUALIFICATIONS: EITHER:

- (A) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and two (2) years of full-time paid investigating experience or its part-time equivalent directly involving financial, criminal, insurance, or private civil matters, one (1) year of which must have been in a supervisory* position; OR
- (B) Graduation from a regionally accredited or New York State registered college or university with an associate's degree and four (4) years of full-time paid experience or its part-time equivalent as defined above, two (2) years of which must have been in a supervisory* position.
- (C) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

* Supervisory experience is defined as work which required responsibility for the direction and control of subordinate employees. This involves the assignment of work, approval of work, training, and discipline of employees. The supervisory aspects must be an integral part of the job, not incidental or occasional.

PROMOTION:

One year of continuous permanent competitive class status as:
Senior Support Investigator, Principal Social Welfare Examiner, or Supervising Social Services Investigator:
OR
Two years of continuous permanent competitive class status as:
Senior Social Welfare Examiner or Senior Social Services Investigator

SPECIAL REQUIREMENT:

Certain assignments made to employees in this class will require reasonable access to transportation to meet fieldwork requirements made in the ordinary course of business in a timely and efficient manner. Operation of county-owned vehicles requires employees to possess a current valid New York State Motor Vehicle operator's license.