

## **Coordinator of Child Support Enforcement Tompkins County**

**Department:** Department of Social Services  
**Classification:** Competitive  
**Labor Grade:** 15  
**Approved:** 0  
**Revised:** 3/82; 10/85; 1/88; 5/91; 8/13  
**By:** AF, Commissioner of Personnel

### **MINIMUM QUALIFICATIONS:**

(a) Graduation from a regionally accredited or New York state registered four year college or university with a Bachelors **AND** two years of full-time paid (or the equivalent part-time and/or volunteer) experience, one year of which must have been in a supervisory position, in any one or more of the following areas:

(1) Business or clerical experience which must have included accounting or financial record keeping; **OR**

(2) Investigative experience related to financial, criminal, insurance or private civil matters; **OR**

(3) Examining, investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance or a similar program operating under established criteria for eligibility; **OR**

(b) Graduation from high school or possession of a high school equivalency diploma **AND** six years of experience as described in (1), (2), or (3) above, one year of which must have been in a supervisory position; **OR**

(c) Any equivalent combination of training and experience as described in (a) and (b) above.

**Note:** One year of college (30 semester hours) is equal to one year of experience in determining equivalent combinations. (A total of six years experience and/or education beyond high school are required.)

**NOTE:** Because their responsibilities within or in support of the Child Support division will entail access to protected Federal Tax Information, all appointees to this title must pass a criminal history background check. Toward that end, they will be required to provide a complete and accurate history of their residential addresses (on which inquiries to local law enforcement will be based) and to have their fingerprints checked against State and/or Federal criminal databases.

Tompkins County is committed to Equity and Inclusion. We encourage those with similar values to apply.

### **DISTINGUISHING FEATURES OF THE CLASS:**

This position involves responsibility for coordinating the child support enforcement activities of the Department of Social Services. The work includes both coordinating and directly supervising such functions as investigation, unit involvement with Family court and the Child Support Hearing Examiner, collections and financial record keeping. General supervision is received from the Commissioner of Social Services with wide leeway allowed for carrying out the specific details of the program. Direct supervision is exercised over Financial Investigators and clerical support staff. The incumbent will perform all related duties as required.

### **TYPICAL WORK ACTIVITIES:**

Plans and supervises the work of the Child Support Enforcement Unit through case management techniques, establishing procedures and guidelines in which the staff operates and monitors work product progress.  
Assists in the coordination of the activities and efforts of Tompkins County with other Child Support Enforcement offices across the state and country in locating absent parents, obtaining child support orders, monitoring and enforcing payment of child support and related activities.  
Develops policy and procedures to implement State and federal laws and regulations regarding child support enforcement and paternity establishment;  
Interprets laws, policies and procedures for staff, clients, respondents, attorneys and other social service units;  
Coordinates the work of the unit with other divisions of the department by assisting in the development of systematic case referral

procedures and channels of communications.

Supervises the child support investigation and the parent locator functions of the social service district;

Reviews financial investigations, locations and voluntary agreements made by staff;

Oversees or may serve as the agency representative in court;

Oversees administrative reviews of disputed tax offset refunds and of income executions/wage attachments; handles problem cases for the department;

Supervises the collection and accounting and distribution of child support moneys received in the social service district;

Prepares the financial reports and the reconciliation of the unit's accounts;

Reviews the monthly computer report for appropriate action;

Conducts or schedules training for staff;

Reviews and evaluates staff performance;

Establishes and maintains a working relationship with the family court, the County Attorney, the District Attorney, the Sheriff's Department and other law enforcement officials;

Attends training sessions and meetings on policy and procedures.

#### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of federal and State laws, rules and procedures concerning the establishment of paternity and the enforcement and collection of financial and medical support for dependent children;

Thorough knowledge of Family Court Organization and the format and procedures for filing support petitions and other support related documents in Family Court.

Thorough knowledge of the methods used in determining the financial condition of individuals;

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

Ability to plan and coordinate the work of a social service unit performing diverse functions;

Good knowledge of the principles and techniques of office management relating to the directing of work and the development and implementation of office policies, procedures and work methods;

Ability to develop and implement clear and effective procedures and policies consistent with existing laws, regulations and guidelines;

Ability to supervise the work of others;

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

Ability to prepare reports;

Ability to conduct training;

Ability to analyze multiple sources of information and make decisions based on available data.

The employee's physical condition shall be commensurate with the demands of the position.

Originally created by Board Action April 6, 1981

c31.doc