

CHILD SUPPORT SUPERVISOR II

Positions in this class direct a medium size Child Support Enforcement Program. The primary responsibilities include planning, organizing, directing, and evaluating the program. The program is larger and more varied than that of the Supervisor I class, but lacks the complexity of judicial and law enforcement system noted in Supervisor III. Employees provide administrative and technical supervision of the agents and clerical support staff. Employees resolve major concerns with the local judicial and law enforcement system and provide information to the community.

I. SUPERVISOR/MANAGERIAL FUNCTIONS:

Planning - Plans work operations, sets priorities and deadlines, establishes goals for the IV-D program; determines needed staffing, office space, office equipment and justifies to agency director, assistant director or regional consultant; plans are usually set six months to one year in advance.

Organizing and Directing - Establishes work assignments; makes changes in organization, assignments, procedures, and methods-within agency policies.

Budgeting - Compiles statistics and projects collections for director; recommends budget needs to director.

Training - Designs training materials and evaluates on-going staff needs; provides orientation to new staff and determines training needs; advises staff on all changes in program, policy, or unit structure during weekly conferences; provides training and coordinates with state IV-D training services.

Setting Work Standards - Establishes, develops, revises work standards for the program and assures compliance; reviews established manuals, statutes, regulations with staff and explains new policies and procedures; establishes guidelines in accordance with overall agency standards and goals.

Reviewing Work - Reviews program accomplishment on a regular basis through reports and discussions with staff; determines internal procedures needed to achieve overall program mission.

Counseling and Disciplining - Counsels staff regarding grievance policy; may reprimand; acts as first line supervisor in formal actions.

Performing Other Personnel Functions - Evaluates staff performance; recommends to county director or regional consultant on merit raises, appraisals, promotions, reassignments, salary adjustments or dismissals; interviews applicants and confers with supervisor on hiring.

II. SCOPE AND NATURE OF WORK SUPERVISED:

Dynamics of Work Supervised - Work is continually affected by changes in legal interpretations and decisions; court procedures vary from county to county; federal regulations are shifting and require considerable adaptation; work methods are relatively stable.

Variety of Work Supervised - Employees are administratively and technically responsible for professional agents and clerical support staff involved with range of intake, location, enforcement, and legal activities.

Number of Employees Responsible For - 6-11 professionals.

III. EXTENT OF SUPERVISION RECEIVED: Periodic conferences with county director or regional consultant regarding major technical or administrative concerns.

IV. SPECIAL ADDITIONAL CONSIDERATIONS:

Supervision of Shift Operations - One shift.

Fluctuating Work Force - Basically stable.

Physical Dispersion of Employees - Normally same location.

V. RECRUITMENT STANDARDS:

Knowledges, Skills and Abilities - Thorough knowledge of Child Support Enforcement Program, related legal procedures, judicial operations; considerable knowledge of office management practices and procedures; considerable knowledge of supervisory practices and management techniques. Skill in interviewing techniques, investigating, and analyzing case variables. Ability to organize and summarize case information. Ability to represent program in oral and written forms. Ability to plan, direct, monitor and develop the program and supervise staff.

Minimum Education and Experience - Graduation from high school plus five years of experience in investigative, judiciary, eligibility, attorney's office or related work which provides the knowledge, skills, and abilities needed to perform the work, including one year of IV-D experience; or four year degree plus one year of work experience in the Child Support Enforcement Program: or Associate of Arts Degree in business, human resources, law enforcement or closely related field and three years of experience in investigative, judiciary, eligibility, attorney's office or related work, including one year of IV-D experience.