

COORDINATOR OF CHILD SUPPORT ENFORCEMENT

JOB CODE: 2303
LOCATION: Tioga Co. Department of Social Services
CLASSIFICATION: Competitive
SALARY: CSEA, Grade XIV
ADOPTED: 4/89; Revised 8/96, 5/16, 01/19, 01/20 Tioga Co. Personnel & Civil Service

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 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 paternity and child 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, Parent Locator Services, NYS Department of Taxation and Finance, DNA Diagnostics Center, the local DSS agency and the community.

FULL PERFORMANCE 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 the methods used in determining the financial condition of individuals; good knowledge of automated systems used in recording and reporting child support functions; working knowledge of accounting principals and procedures; ability to plan and coordinate the work of social services units performing different functions; 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 and records; ability to analyze multiple sources of information and make decisions based on available data; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either):

- a.** Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and three (3) years of full-time investigating experience or its part-time equivalent directly involving financial, criminal, insurance, or private civil matters, two (2) years of which must have been in a supervisory* capacity; or
- b.** Graduation from a regionally accredited or New York State registered college or university with an associate's degree and five (5) years of full-time experience or its part-time equivalent as defined in (a), two (2) years of which must have been in a supervisory* capacity.
- c.** Graduation of high school or possession of an equivalency diploma and seven (7) years of full-time experience or its part-time equivalent as defined in (a), two (2) years of which must have been in a supervisor capacity.

* 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.

NOTE: Satisfactory supervisory experience may be substituted on a year to year basis for college years.