



## CLASS SPECIFICATION

Class Code: 60001014  
Date Established: 08/1982  
Last Reviewed: 02/2025  
Last Revised: 02/2025  
Last Title Change:  
FLSA: non-exempt  
Probation: 12 months

### FAMILY SUPPORT SPECIALIST

#### **DEFINITION**

Under supervision, assists clients in the collection of child support, medical insurance payments, medical expense judgments, spousal support, and arrears; initiates appropriate administrative and legal procedures to maintain compliance with court orders; and performs related duties as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

One year of full-time experience interviewing clients to determine eligibility for government-regulated programs, public assistance, or social services; OR an equivalent combination of training and experience.

#### **LICENSE OR CERTIFICATE**

A valid driver's license may be required at the time of appointment and must be maintained for continued employment in this classification.

#### **SUPERVISION EXERCISED**

Exercises no direct supervision.

#### **EXAMPLES OF DUTIES**

Interview clients to obtain documentation and information necessary to determine eligibility for child support collection assistance under the Uniform Interstate Family Support Act; assist clients applying for enforcement services; explain regulations, rules, policies, and support guidelines to clients, outside agencies, employers, and the public.

Utilize various resources to locate the non-custodial parent and determine the amount and location of income and assets; calculate support obligations and arrearages; determine non-custodial/payor parent's indebtedness to state public assistance programs and custodial/payee parents; facilitate written support agreements and paternity acknowledgements; identify barriers to payment by non-custodial/paying parents and provide them with resources and referrals to overcome them.

Review available information and obtain existing court orders for child support; enforce court orders for child support by noticing the paying parent directly, garnishing wages and assets, intercepting unemployment benefits and IRS returns, recording liens that attach to real property, and suspending licenses; assist in gathering and processing confidential information for use in court.

Draft legal documents, including documents needed to initiate legal actions to establish paternity and/or child support, motions for review and modification, stipulations, notices to set, exhibits, calendar vacates, and other documents as needed for filing with the court.

Assist attorneys in preparation for court hearings and/or prepare for and present at hearings that address paternity, child support, medical support, medical expense judgments, arrears, and payments toward arrears.

Testify in court regarding cases as needed.

Coordinate scheduling of court-ordered genetic testing with interstate agencies and laboratories; assist with collecting genetic test specimen in office as needed; meet with clients and discuss highly sensitive information in connection with establishing paternity.

Create and maintain confidential client case files; monitor cases to ensure regular child support payments; maintain collection history; reconcile balance owed and notify client of delinquency; update and maintain case data for correct distribution of monies received; and determine correct distribution for any held or misidentified monies.

Correspond in person, by telephone or in writing with clients, out-of-state agencies, private counsel and employers to obtain and disseminate information; make referrals to other agencies as necessary.

Participate in the scheduling of hearings and coordinate hearing times with client's legal representatives.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

#### **Knowledge of:**

Departmental policies and procedures.

Terms and acronyms including legal terminology commonly used in assigned function.

Laws, rules, and regulations that apply to the assigned function.

Social service programs available within the community.

Use and application of computers and software.

Court procedures.

#### **Ability to:**

Understand the organization and operation of the County and outside agencies as necessary to assume assigned responsibilities.

Apply pertinent laws, codes and regulations including administrative and departmental policies and procedures.

Review court orders and payment records to accurately enter data into automated auditing system and review results to ensure clients receive a correct accounting of all payments and arrears for entire history of the case.

Evaluate case information and other data and make decisions regarding enforcement action to be taken.

Read, understand, evaluate and prepare standardized and legal documents.

**Entry Level** *(Applicants will be screened for possession of these through written, oral performance, or other evaluation methods.)*

#### **Knowledge of:**

Modern office practices, methods and computer equipment.

English usage, spelling, vocabulary, grammar and punctuation.

Basic legal terminology.

Basic principles of mathematics and accounting.

Methods and techniques used to effectively interact with the public.

Interviewing methods and techniques.

Techniques and methods of data collection, record keeping, and report preparation.

Conflict management skills.

**Ability to:**

Respond to requests and inquiries from the public with empathy, understanding and patience.

Interact effectively and sensitively with individuals from diverse backgrounds.

Resolve conflict situations, gaining cooperation through discussion and persuasion.

Learn and effectively use computer software applications and databases.

Understand and follow oral and written instructions.

Write clear, concise reports and compose correspondence and memoranda.

Prepare and maintain accurate and complete records.

Manage multiple concurrent projects, tasks, and priorities to meet established deadlines.

Plan and organize work to meet schedules and deadlines.

Perform repetitive tasks without compromising accuracy.

Maintain confidentiality of sensitive data and information.

Exercise good judgment, flexibility, and sensitivity in response to changing situations and needs.

Engage professionally with customers facing payment delays through in-person, phone, or written communication to resolve outstanding balances

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

**SPECIAL REQUIREMENTS** *(Essential duties require the following physical skills and work environment.)*

Ability to work in a professional office environment. Ability to operate office equipment including computers, telephones, calculators, copiers, scanners, and fax machines.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*