RECOMMENDED ACTION AND JUSTIFICATION: Policy Item: Yes ( ) No (X )

Adopt new Merit System Service class specifications relating to the Child Support Services Department, allocate certain class specs to Child Support Services, and rescind or unallocate existing class specifications.

<table>
<thead>
<tr>
<th>New Merit System Service Class Specs</th>
<th>County Class Specs to Rescind Or Unallocate</th>
<th>Class Specs to Allocate</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>Child Support Division Manager (rescind)</td>
<td>N/A</td>
</tr>
<tr>
<td>Child Support Attorney I/range 267</td>
<td>Child Support Attorney I/II (rescind)</td>
<td>Child Support Attorney III (1)</td>
</tr>
<tr>
<td>Child Support Attorney II/range 270</td>
<td>Child Support Attorney III (rescind)</td>
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</tr>
<tr>
<td>Child Support Attorney III/range 273</td>
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<tr>
<td>Child Support Attorney IV*</td>
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</tr>
<tr>
<td>Child Support Specialist I*</td>
<td>Child Support Officer (rescind)</td>
<td>Child Support Specialist II (3.6)</td>
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<tr>
<td>Child Support Specialist II*</td>
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<tr>
<td>Child Support Compliance Technician /range 140</td>
<td>Child Support Compliance Technician (rescind)</td>
<td>Child Support Compliance Technician (1)</td>
</tr>
<tr>
<td>Child Support Accounting Technician *</td>
<td>Accounting Technician III (unallocate)</td>
<td>Child Support Accounting Technician (1)</td>
</tr>
<tr>
<td>Child Support Legal Secretary I/II*</td>
<td>Legal Secretary (unallocate)</td>
<td>Child Support Legal Secretary II (1)</td>
</tr>
<tr>
<td>Child Support Office Assistant I/64</td>
<td>Office Assistant I/II (unallocate)</td>
<td>Child Support Office Assistant II (1)</td>
</tr>
<tr>
<td>Child Support Office Assistant II/84</td>
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</tbody>
</table>

*see recommendation below

**It is further recommended that:**
- the salary for the Child Support (CS) Attorney IV be set at range 276 ($3,734-$4,539). This follows the salary progression of the CS Attorney I, II, and III levels.
- with the addition of a second level to the CS Specialist (previously Child Support Officer/range 164 [$2,139-$2,600]), the salary for the CS Specialist I be set at range 154 ($2,035-$2,474) with the CS Specialist II level at range 174 ($2,248-$2,732). This will allow a 10% spread between the two levels and appropriately reflects the proper compensation for the requirements of both positions.
- the salary for the CS Accounting Technician be set at range 168 ($2,182-$2,652) which brings it in line with the County’s Accounting Technician III. The functions and duties performed by the CS Accounting Tech parallel the Accounting Tech III.
- the CS Legal Secretary II salary be set at range 132 ($1,824-$2,217) which is in line with the County’s Legal Secretary salary (range 132) as the requirements for these two positions are somewhat proportionate. The CS Legal Secretary I salary will be set at range 122 ($1,736-$2,110) which is 5% lower than the County’s Legal Secretary salary. The CS Legal Secretary I is entry level and incumbents may progress to the CS Legal Secretary II.

These changes will have no impact on the department’s budget.
BACKGROUND AND HISTORY OF BOARD ACTIONS:

On April 10, 2001, the Board adopted an Ordinance creating the Department of Child Support Services effective July 1, 2001. Further at this meeting, the Board approved non-substantive amendments to the class specs for Child Support Services to eliminate references to the Family Support Division to parallel the impending conversion to Child Support Services. Upon transitioning, these positions would be subject to the State Merit System.

LIST ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:

- Amend this action as the Board desires and adopt. Only an amendment to this action can be made as the State has mandated this transition.

COSTS: (X) Not Applicable
A. Budgeted current FY $________
B. Total anticipated costs $________
C. Required additional funding $________
D. Internal transfers $________

SOURCE: ( ) 4/5ths Vote Required
A. Unanticipated revenues $________
B. Reserve for contingencies $________
C. Source description: _____________________________________________
Balance in Reserve for Contingencies, if approved: $________

SPECIAL INSTRUCTIONS:
List the attachments and number the pages consecutively.

Class Specs.

CLERK’S USE ONLY:
Res. No.: 01-244 Ord. No. __________________________
Vote - Ayes: __________________________ Noes: __________________________
Absent: __________________________
( ) Approved ( ) Denied
( ) Minute Order Attached ( ) No Action Necessary

The foregoing instrument is a correct copy of the original on file in this office.

Date: __________________________

ATTEST: MARGIE WILLIAMS, Clerk of the Board
County of Mariposa, State of California

By: __________________________

Deputy

ADMINISTRATIVE OFFICER’S RECOMMENDATION:
This item on agenda as:

   ( ) Recommended
   ( ) Not Recommended
   ( ) For Policy Determination
   ( ) Submitted with Comment
   ( ) Returned for Further Action

Comment: __________________________

A.O. Initials: __________________________

Action Form Revised 5/92
MARIPOSA COUNTY BOARD OF SUPERVISORS

MINUTE ORDER

TO: JEFF GREEN, Interim Personnel Director/County Counsel

FROM: MARGIE WILLIAMS, Clerk of the Board

SUBJECT: New Merit System Service Class Specifications Relating to the Child Support Services Department; Allocate Certain Class Specs to Child Support Services; and Rescind or Unallocate Existing Class Specifications

Res. – 01-244

THE BOARD OF SUPERVISORS OF MARIPOSA COUNTY, CALIFORNIA,

ADOPTED THIS Order on August 21, 2001

ACTION AND VOTE:

Adopt New Merit System Service Class Specifications Relating to the Child Support Services Department; Allocate Certain Class Specs to Child Support Services; and Rescind or Unallocate Existing Class Specifications (County Counsel)

BOARD ACTION: Discussion was held with Jeff Green, County Counsel/Interim Personnel Director, relative to the request. Jeff advised that a flex schedule is being added for some of the positions and some of the class specifications include salary increases, and that the changes are requested to be effective September 1, 2001. (M)Pickard, (S)Parker, Res. 01-244 adopted/Ayes: Reilly, Stewart, Parker, Pickard; Excused: Balmain.

cc: Marita Green, Child Support Services Director
Ken Hawkins, Auditor
Mary Hodson, Staff Analyst
File
CHILD SUPPORT ATTORNEY I

Definition

Under supervision, to learn and perform a wide variety of professional legal work in connection with child support civil and criminal cases; to provide legal advice and assistance in child support issues to department staff, clients and the public; and to do related work as required.

Distinguishing Characteristics

This is the entry and training level class in the Child Support Attorney series. Positions in this class learn and perform a variety of litigation and other legal duties. The Child Support Attorney I is distinguished from the class of Child Support Attorney II by assignments to the latter class that require more specific child support legal experience and less supervision and review. As incumbents acquire greater knowledge and skill they carry out their assignments with greater independence. Incumbents are expected to promote to the Child Support Attorney II class in approximately one year.

Examples of Duties

- Assist experienced attorneys in investigating, researching and preparing child support cases for litigation or prosecution.

- Interview and provide general legal advice to complainants, law enforcement personnel, and the public in regard to prosecuting child support cases.

- Interpret and apply laws; court decisions; local, state and federal regulations; and other legal authorities for use in the preparation of child support cases.

- Prepare legal pleadings, including complaints, answers, demurrers, discovery, motions, draft orders, and draft judgments required for hearings, trials, and related legal proceedings.

- Advises Child Support Officers, Investigators, and other department staff on questions of law and procedure in particular cases.

- Performs legal research in the preparation of briefs and opinions concerning matters within the department.

Minimum Qualifications

Knowledge of:
- general principles of civil, criminal, constitutional, and administrative law
Merit Systems Services
Child Support Attorney I

- trial and courtroom procedures and practices
- administrative law procedures
- legal research methods
- rules of evidence
- standard legal office practices and procedures
- ethical and professional standards of conduct

**Ability to:**
- research, analyze and apply legal principles, facts, evidence and precedents
- prepare and present statement of law and fact
- argue clearly, logically and persuasively in written and oral form on child law, criminal law, and child support issues
- manage an assigned caseload and perform quality legal work under pressure of deadlines
- maintain confidentiality and objectivity
- understand and accept differences in human behavior, cultural and ethnic backgrounds
- prepare and maintain clear, concise and comprehensive records, reports and correspondence
- establish and maintain effective working relationships

**Education and Experience:**
Equivalent to graduation from an accredited law school.

**License Requirement:**
Active membership in the State Bar of California.

A valid California Driver’s license may be required for some positions in this class.
CHILD SUPPORT ATTORNEY II

Definition

Under general supervision, to perform a variety of professional legal work in child support civil and criminal cases; to provide legal advice and assistance in child support issues to department and law enforcement staff; to advise clients and the public on legal procedures regarding child support; and to do related work as required.

Distinguishing Characteristics

This is the first journey level class in the Child Support Attorney series. Positions in this class perform a broad range of litigation and other legal duties. Positions in this class are distinguished from positions in the class of Child Support Attorney I by assignments that require specific child support legal experience and less supervision and review.

Examples of Duties

- Investigate, research, and prepare child support cases for litigation or prosecution.

- Interview and advise complainants, law enforcement personnel, and the public in regard to the issuance of and criminal child support complaints and Municipal and Superior court procedures for prosecuting child support cases.

- Litigate or prosecute cases in all courts of the county.

- Negotiate with attorneys regarding the disposition of civil matters and/or modification of charges in specific cases.

- Assist other attorneys in the investigation, research, and preparation of the more complex cases.

- Advise Child Support Officers, Investigators, and other department staff on questions of law and procedure in particular cases.

- Prepare briefs and opinions concerning the law as applied to matters within the department.

- Assist in preparing filings and prosecuting cases before Appellate Courts.

- May give presentations to law enforcement agencies and public groups on child support legal issues and processes.
Minimum Qualifications

Knowledge of:
- California civil and criminal codes related to child law
- general principles of civil, criminal, constitutional and administrative law
- trial and courtroom procedures and practices
- administrative law procedures
- legal research methods
- rules of evidence
- standard legal office practices and procedures
- negotiating techniques relative to child law, criminal law, and child support issues
- ethical and professional standards of conduct

Ability to:
- research, analyze and apply legal principles, facts, evidence and precedents to child law and child support issues
- prepare and present statements of law and fact
- argue clearly, logically and persuasively in written and oral form on child law and child support issues
- prepare and present cases in Municipal and Superior courts
- negotiate settlements
- manage an assigned caseload and perform quality legal work under pressure of deadlines
- maintain confidentiality and objectivity
- understand and accept differences in human behavior, cultural and ethnic backgrounds
- prepare and maintain clear, concise and comprehensive records, reports and correspondence
- establish and maintain effective working relationships
Merit System Services  
Child Support Attorney II  

*Education and Experience:*  

One year of experience performing duties similar to those of a Child Support Attorney I in a state or local government agency.  

OR  

Two years of experience as a general practicing attorney.  

*License Requirement:*  

Active membership in the State Bar of California.  

A valid California Driver's license may be required for some positions in this class.

Creation date: 04/01 (B/S 01-95)  
Revised: 08/01 (B/S 01-244)
Merit System Services

CHILD SUPPORT ATTORNEY III

Definition

Under general direction, to perform a variety of professional legal work in child support civil and criminal cases; to provide legal advice and assistance in child support issues to department and law enforcement staff; to advise clients and the public on legal procedures regarding child support; and to do related work as required.

Distinguishing Characteristics

This is the second-journey level class in the Child Support Attorney series. Positions in this class perform a broad range of litigation and other legal duties. Positions in this class are distinguished from positions in the class of Child Support Attorney II by assignments that cover the entire range of child support litigation and advice activities. Positions in this class are distinguished from those in the class of Child Support Attorney IV in that incumbents in the higher class are assigned the most complex cases.

Examples of Duties

- Investigate, research, and prepare child support cases for litigation or prosecution.
- Interview and advise complainants, law enforcement personnel, and the public in regard to the issuance of and criminal child support complaints and Municipal and Superior court procedures for prosecuting child support cases.
- Litigate or prosecute cases in all courts of the county.
- Negotiate with attorneys regarding the disposition of civil matters and/or modification of charges in specific cases.
- May exercise lead supervision over other attorneys in the investigation, research, and preparation of the more complex cases.
- Advise Child Support Officers, Investigators, and other department staff on questions of law and procedure in particular cases.
- Prepares briefs and opinions concerning the law as applied to matters within the department.
- Prepare filings in cases to be brought before Appellate Courts.
Merit System Services  
Child Support Attorney III

- Give presentations to law enforcement agencies and public groups on child support legal issues and processes.
- May assist in training less experienced attorneys.

**Minimum Qualifications**

*Knowledge of:*
- California civil and criminal codes related to child law
- principles of civil, criminal, constitutional and administrative law
- trial and courtroom procedures and practices
- administrative law procedures
- legal research methods
- rules of evidence
- standard legal office practices and procedures
- negotiating techniques relative to child law, criminal law, and child support issues
- ethical and professional standards of conduct

*Ability to:*
- research, analyze and apply legal principles, facts, evidence and precedents to a wide variety of child law and child support issues
- prepare and present statements of law and fact
- argue clearly, logically, and persuasively in written and oral form on a wide variety of child law and child support issues
- prepare and present cases in Municipal and Superior courts
- negotiate settlements
- manage an assigned caseload and perform quality legal work under pressure of deadlines
- maintain confidentiality and objectivity
- understand and accept differences in human behavior, cultural and ethnic backgrounds
Merit System Services
Child Support Attorney III

- train and mentor less experienced attorneys
- prepare and maintain clear, concise and comprehensive records, reports and correspondence
- establish and maintain effective working relationships

**Education and Experience:**

One year of experience performing duties similar to those of a Child Support Attorney II in a state or local government agency.

**License Requirement:**

Active membership in the State Bar of California.

A valid California Driver's license may be required for some positions in this class.
CHILD SUPPORT ATTORNEY IV

Definition

Under general supervision, to perform a variety of professional legal work in child support civil and criminal cases; to provide legal advice and assistance in child support issues to department and law enforcement staff; to advise clients and the public on legal procedures regarding child support; and to do related work as required.

Distinguishing Characteristics

This is the highest level non-supervisory class in the Child Support Attorney series. Positions in this class are regularly assigned the most complex child law and child support cases for litigation. Incumbents also perform legal research on complex child law and child support issues and advise on establishing departmental procedures for prosecuting such cases. Positions in this class perform as lead attorneys on cases requiring more than one attorney.

Examples of Duties

- Investigate, research, and prepare complex child support cases for litigation or prosecution.
- Interview and advise complainants, law enforcement personnel, and the public in regard to the issuance of and criminal child support complaints and Municipal and Superior court procedures for prosecuting child support cases.
- Litigate or prosecute cases in all courts of the county.
- Negotiate with attorneys regarding the disposition of civil matters and/or modification of charges in specific cases.
- Assist other attorneys in the investigation, research, and preparation of the more complex cases.
- Advise Child Support Officers, Investigators, and other department staff on questions of law and procedure in particular cases.
- Perform legal research on complex child law and child support issues and advises on establishing departmental procedures for prosecuting such cases.
- Act as lead attorney on cases requiring more than one attorney.
- Assist in preparing filings and prosecuting cases before Appellate Courts.
Merit System Services
Child Support Attorney IV

• May give presentations to law enforcement agencies and public groups on child support legal issues and processes.

• Provide training to less experienced attorneys on departmental procedures, changes in law, and regulations and developments in child support litigation.

Minimum Qualifications

Knowledge of:
• detailed provisions of California civil and criminal codes related to child law

• recent developments in California civil and criminal law related to child support and the litigation of child support cases

• general principles of civil, criminal, constitutional and administrative law

• trial and courtroom procedures and practices

• administrative law procedures

• legal research methods

• rules of evidence

• standard legal office practices and procedures

• negotiating techniques relative to child law, criminal law, and child support issues

• ethical and professional standard of conduct

Ability to:
• research, analyze and apply legal principles, facts, evidence and precedents to complex child law and child support issues

• prepare and present statements of law and fact

• argue clearly, logically and persuasively in written and oral form on child law and child support issues

• prepare and present cases in Municipal and Superior courts

• prepare and present cases at the Appellate Court level

• negotiate settlements in complex child support cases
Merit System Services
Child Support Attorney IV

- manage an assigned caseload and perform quality work under pressure of deadlines
- devise and present training sessions on child law and child support litigation to less experienced attorneys
- provide lead supervision over other attorneys
- maintain confidentiality and objectivity
- understand and accept differences in human behavior, cultural and ethnic backgrounds
- prepare and maintain clear, concise and comprehensive records, reports and correspondence
- establish and maintain effective working relationships

Education and Experience:

One year of experience performing duties similar to those of a Child Support Attorney III in a state or local government agency.

License Requirement:

Active membership in the State Bar of California.

A valid California Driver’s license may be required for some positions in this class.
CHILD SUPPORT SPECIALIST I

Definition

Under close supervision, to learn and perform a wide variety of child support duties consisting of maintaining a caseload, interviewing custodial and non-custodial parents and others to elicit factual information, determining support obligations and calculating support payments and assisting in preparing cases for court hearings as necessary; and to do related work as required.

Distinguishing Characteristics

This is the trainee-level class in the Child Support Specialist series. Positions in this class learn child support laws, regulations, and procedures and acquire the skills to perform a broad range of child support casework activities. As incumbents acquire knowledge and skill they carry out their assignments with greater independence. Incumbents are expected to promote to the full journey level of Child Support Specialist II in approximately one year.

Examples of Duties

Participate in and independently conduct interviews with custodial and non-custodial parents, witnesses, family members, representatives from law enforcement agencies, and attorneys to obtain statements and gather information to locate absent parents and determine financial status.

Assist and independently review court documents and responsible party’s financial condition to determine payment obligation.

Arrange for blood tests in cases where paternity is in question.

Evaluate income and expense data of non-custodial parent to determine support capability.

Explain general legal requirements and the calculation of support payments to non-custodial parents and other involved parties.

Participate in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.

Learn procedures for preparing legal documents for court filing, assist attorneys in preparing cases, and may testify in court.

Learn to and independently processes such legal actions as property liens, wage assignments, writs of execution, orders of examination, and contempt actions pertaining to the enforcement of child support.
Merit System Services
Child Support Specialist I

Access computerized databases and maintain computerized files.

Respond to general inquiries from the public.

Provide case status information and assist in explaining child support statutes, regulations, and procedures to custodial and non-custodial parents.

May assist in field investigations of cases.

Minimum Qualifications

Knowledge of:

Basic interviewing techniques.

English usage, grammar, and spelling.

Basic arithmetic.

Use of computer terminals and basic data input and retrieval mechanisms.

Ability to:

Read, understand, and apply federal and California child support laws and regulations.

Research and extract factual information.

Elicit information from hostile and/or uncooperative individuals.

Learn child support enforcement and collection methods.

Learn legal criteria for establishing paternity.

Analyze situations and factual information and take effective action.

Maintain confidentiality.

Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds.

Perform basic arithmetic calculations.

Prepare complete and concise oral and written reports.
Merit System Services  
Child Support Specialist I

Exercise tact, diplomacy, and flexibility.

Maintain confidentiality.

Establish and maintain effective working relationships.

Operate computer equipment.

Learn computer databases and programs common to child support enforcement activities.

**Education and Experience:**

Any combination of education and experience that would likely provide the knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Two (2) years of clerical experience involving extensive public contact.

**OR**

Completion of 60 semester or 90 quarter units of college.

**License Requirement:**

A valid California Driver’s license may be required for some positions in this class.
CHILD SUPPORT SPECIALIST II

Definition

Under general supervision, to perform a wide variety of child support duties; to maintain a caseload; to locate and interview custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support obligations and enforcing child support laws; to arrange for support payments when possible and to prepare cases for court hearings as necessary; and to do related work as required.

Distinguishing Characteristics

This is the journey level class in the Child Support Specialist series. Positions in this class perform broad range of child support casework from intake to order creation, enforcement and file closure. Within legal requirements and departmental policies and procedures, incumbents operate with considerable independence and must exercise discretion and judgment in evaluating cases and determining the level of support and the methods of enforcement.

Examples of Duties

Interview custodial and non-custodial parents, witnesses, family members, representatives from law enforcement agencies and attorneys to obtain statements and gather information to establish paternity, locate absent parents and determine financial status.

Take sworn statements from custodial and non-custodial parents and arrange for blood tests in cases where paternity is in question.

Evaluate income and expense data of non-custodial parent to determine support capability; review financial condition to determine arrears obligations.

Explain legal requirements and the calculation of support payments to non-custodial parents and other involved parties.

Attempt to persuade responsible parties to make payments without recourse to legal action.

Recommend cases for prosecution, prepare legal documents for court filing, assist attorneys in preparing cases, and testify in court as necessary.

May initiate and process such legal actions as property liens, notices of assignment, writs of execution, orders of examination, and contempt actions pertaining to the enforcement of child support.
Merit System Services
Child Support Specialist II

Access computerized databases and maintains computerized files.

Respond to inquiries from the public.

Provide case status information and interprets child support statutes, regulations and procedures to custodial and non-custodial parents.

May assist in field investigations of cases.

May perform duties associated with the Ombudsperson, Community Outreach, and/or Program Improvement functions.

In smaller counties, may supervise clerical staff and train, orient, and act as lead to Child Support Specialist I.

Minimum Qualifications

Knowledge of:

- Federal and California laws and regulations pertaining to child support.
- Sources used to locate individuals and assets.
- Effective and assertive interviewing techniques.
- Legal criteria for establishing paternity.
- Child support enforcement and collection procedures.
- Paternity testing procedures.
- Legal terminology and document processing as they relate to child support enforcement.
- English usage, grammar and spelling.
- Basic arithmetic.

Ability to:

- Read, understand, apply and explain federal and California child support laws and regulations.
- Understand, apply and explain state and local child support procedures.
Merit System Services
Child Support Specialist II

Research and extract factual information.

Elicit information from hostile and/or uncooperative individuals.

Independently analyze situations and factual information and take effective action.

Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds.

Perform arithmetic calculations and understand financial records.

Prepare complete and concise oral and written reports.

Organize and prioritize work assignments.

Exercise initiative within the limits of assigned duties.

Maintain confidentiality.

Establish and maintain effective working relationships.

Exercise tact, diplomacy, and flexibility.

Operate computer equipment and computer databases and programs common to child support enforcement activities.

Establish and maintain effective working relationships.

Education and Experience:

Any combination of education and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

One (1) year of experience performing duties similar to those of a Child Support Specialist I in a state or local government agency.

License Requirement:

A valid California Driver’s license may be required for some positions in this class.
CHILD SUPPORT COMPLIANCE TECHNICIAN

Definition

Under general direction, conduct an annual review of cases to ensure compliance with federal and state child support laws and regulations, prepare reports detailing the findings of the review for submission to the State Department of Social Services, prepare a corrective action plan or program improvement report as required, and monitor cases to ensure ongoing compliance; participate in annual training and other related meetings as appropriate; serve as the County contact for other state or federal reviews or audits to be done in the Child Support Department; assist with necessary caseload accounts and record keeping; and to do related work as required.

Distinguished Characteristics

Positions in this class are distinguished from those in the class of Child Support Compliance Specialist in that they serve either as 1) support staff in the Child Support Compliance section of a large department, or 2) the sole position performing the compliance function in a small department.

Examples of Duties

- Prepare and conduct performance reviews of child support activities including case list validation, locating cases to be reviewed, conducting case reviews, reviewing expedited process and other program administration components, preparing time study forms for the program activity identified as “performance review,” and completing all other necessary review forms and summaries; may conduct other reviews for purposes of ensuring ongoing compliance with state and federal mandated regulations and guidelines.

- Prepare performance review reports including assembling necessary information, preparing written report and coordinating its issuance to the state; may require ongoing correspondence regarding the review and/or the report.

- Provide necessary documentation and coordinate state monitoring visits including meeting with state reviewers and responding to state reviewer findings.

- Assist in implementing program improvement/corrective or preventive action including all aspects of preparing, submitting, and carrying out provisions of the program improvement report which addresses program improvement and corrective action requirements resulting from performance reviews; determine the cause of the problems, identify solutions and coordinate necessary action; prepare and provide information to the state to completion of corrective action and/or interim milestones; and follow-up regarding revision of any County policy and procedure necessary for effective corrective action.
Merit Systems Services
Child Support Compliance Technician

- Serve as a point of contact for other reviews and/or audits conducted by state or federal staff; coordinate the provision of such information and assistance as is necessary to facilitate the completion of the review/audit and any resulting corrective action/program improvement.

- Make recommendations on matters pertaining to compliance and overall program performance enhancement; participate in the development and provision of training for County staff to achieve and maintain compliance; and participate in annual training conducted by the state or other entities in the conduct of performance reviews.

- Act as liaison with other state and/or county agencies regarding performance review activities and preparing and making presentations such as in the California Family Support Council or other related organizations.

- May assist the state in developing and maintaining statewide review procedures and guidelines, as requested by the state.

- Assist in maintenance of caseload operational statistics, accounts and record keeping as required.

Minimum Qualifications

Knowledge of:
- basic accounting principles
- relevant federal and state laws and regulations governing the child support program
- policies and procedures regarding the child support program
- legal terminology, documents and civil procedures applicable to child support functions for establishment of support and enforcement of judgements
- related state programs
- computer system and child support applications
- government accounting and reporting procedures regarding the collection and distribution of child support

Ability to:
- learn and apply policies and procedures regarding the child support program
- plan and organize work to meet deadlines on a timely basis
- use standard office equipment, computer systems and related software
Merit Systems Services
Child Support Compliance Technician

- research, collect, and analyze data, draw conclusions and prepare clear concise reports
- evaluate processes and formulate appropriate recommendations to improve child support operations
- attend annual training required by the state and other related meetings as appropriate
- assist in maintenance of accurate case files, accounts and records
- communicate effectively in both oral and written forms
- maintain confidentiality
- establish and maintain effective working relationships

Education and Experience:

Any combination of training and experience, which would likely provide the required knowledge and ability, is qualifying. A typical way to qualify would be:

High school graduation or equivalent and five years of increasingly responsible work experience in bookkeeping, maintenance of financial records or statistics, at least two years of which must be working directly with child support functions and showing an ability to understand and interpret documentation and caseload record keeping. College-level course work in accounting and statistics is highly desirable.
Merit System Services

CHILD SUPPORT ACCOUNTING TECHNICIAN

Definition

Under direction, employees in this class perform the more difficult and technical sub-professional accounting work required in the maintenance of fiscal and statistical records; prepare and assist in the preparation of financial statements, documents, analyses and reports; maintain accounting records, reports and systems or computer based accounting systems; and to do related work as required.

Distinguishing Characteristics

The Accounting Technician is a single level specialized class, which is distinguished from the Account Clerk III in that the former requires sustained use of a high degree of independent judgment and interpretive ability. The incumbents in this classification are characterized by responsibility for maintaining a variety of complex departmental fiscal records, computer based accounting systems, or broad accounting functions.

Examples of Duties

Maintain journals and general ledgers of financial transactions and prepare analytical reports on revenues and expenditures.

Prepare calculations for billing for services provided by the County.

Maintain ancillary, general, statistical, and cost records.

Prepare and process materials which require the analysis of source material and a thorough familiarity with policies, procedures, terminology, and various applicable laws in order to obtain the necessary data.

Compile a variety of narrative and statistical reports, locating sources of information, devise forms to secure data, and determine proper format for finished reports.

Answer questions that involve searching for and abstracting technical data and detailed explanations of laws, policies, or procedures, referring only matters requiring policy decisions to the supervisor.

May operate automated systems and trouble-shoot problems related to the production of fiscal and statistical reports and related documents.

May be responsible for a billing and statistical record keeping operation.
Merit System Services
Child Support Accounting Technician

**Minimum Qualifications**

**Knowledge of:**

- Basic budget preparation procedures.
- Grammar, vocabulary, spelling, punctuation and composition.
- Methods, practices and automated systems used in the development, maintenance and control of fiscal and accounting work.
- Basic governmental accounting principles and procedures.
- Purposes and methods of financial record keeping.
- Computer terminology and computer keyboard arrangement.

**Ability to:**

- Demonstrate mathematical aptitude.
- Enter data accurately into automated system.
- Prepare financial reports and maintain ledgers and journals.
- Independently perform varied and responsible technical accounting assignments.
- Establish and maintain effective working relationships.
- Follow written and oral directions and instructions.
- Analyze data and draw logical conclusions.
- Communicate effectively both verbally and in writing.
- Maintain confidentiality.
Merit System Services
Child Support Accounting Technician

Education and Experience:

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Three (3) years of increasingly responsible technical experience in financial, accounting, or statistical record keeping activities. Formal education in basic accounting, bookkeeping may substitute for the experience requirement on a year-for-year basis.

Special Skill Requirement:

Some positions may require the ability to operate a computer and spread sheet software.

Creation Date: 08/01 (8/S 01-244)
CHILD SUPPORT LEGAL SECRETARY I
CHILD SUPPORT LEGAL SECRETARY II

Definition

Under general supervision (I), and direction (II), provide varied and responsible secretarial and office administrative assistance to one or more Child Support Attorneys; and performs related work as required.

Distinguishing Characteristics

The Child Support Legal Secretary I is the entry-level class to the series. Incumbents are expected to learn the full range of duties and may progress to the Child Support Legal Secretary II.

The Child Support Legal Secretary II is the journey level class, fully competent to independently perform a wide range of legal secretarial support work. The attorney normally establishes general procedures and guidelines; however, day-to-day activities may require the use of initiative and independent judgment. Legal Secretary classification differs from the Legal Clerk class in that the latter assigns, directs and reviews the work of a legal clerk and/or support staff.

Examples of Duties

Draft pleadings, subpoenas, contracts, ordinances and other legal documents, including correspondence, memoranda and reports.

Process a variety of legal agreements, contracts, etc., following attorney’s instructions.

Receive and screen visitors and telephone calls, provide information regarding the particular area of assignment that may require the use of judgment and interpretation of policies and procedures; take messages; refer the caller to the proper attorney.

Process, maintain, and prepare a variety of legal forms, records and reports; verify that information or data is complete, accurate, consistent, and in conformance with prescribed format, procedure and regulations.

Review confidential information from agencies and process other related documents to locate absent parents; open cases; interview custodial party and explain procedures.

Determine acceptability of information and proper action to be taken based on established oral or written instructions.
Merit System Services
Child Support Legal Secretary I
Child Support Legal Secretary II

Contact various agencies and organizations regarding releases of liens, case settlements, etc.

Receive, assemble and maintain files and other information related to court actions; update computer information; maintain court calendars by scheduling and reviewing court dates; and file information or forward to staff members.

Identify and correct deletions or errors in accordance with prescribed format; and follow up to secure additional information as needed.

May use a typewriter, word-processor, or other electronic document production device to produce a variety of legal documents including Notice of Hearing, Complaints, Subpoenas, Petitions, Jurisdictional, Dispositional, Dismissals, Monthly and Special Reviews, and Special orders in addition to letters, reports, and fiscal or statistical reports.

Type from electronic recording devices; proof typewritten materials for grammar, punctuation, spelling, sentence structure, format, layout and clarity of language; may verify the completeness and accuracy of references.

Receive calls for attorneys; provide information based on interpretation of policies and procedures and follow up, as needed.

Log reports from law enforcement agencies; receive discovery requests and process information; prepare various legal documents, including subpoenas, warrants, petitions; file documents with court and/or distribute to parties.

Maintain child support information, including entering information into the computer system; calendar court dates; and serve as court liaison regarding related matters.

Minimum Qualifications

Knowledge of:

Modern office procedures, techniques, and equipment.

Clerical and department work practices, procedures, specific rules, precedence, and regulations.

Proper English grammar, vocabulary, spelling and punctuation.

Knowledge of legal terminology, phraseology, documents, and procedures.
Merit System Services
Child Support Legal Secretary I
Child Support Legal Secretary II

Business letter writing, filing, indexing, and recording systems and procedures.

**Ability to:**

Draft a variety of legal documents from stenographic notes, brief instructions, dictated tapes or printed information.

Understand and carry out oral and written instructions.

Interpret and apply laws, rules, and policies.

Exercise independent judgment in determining and selecting the appropriate processes, alternatives, forms, and desired actions within established work practices, procedures, and commonly used regulations.

Prepare and maintain accurate and comprehensive reports and records.

Establish and maintain effective working relationships with those contacted in the course of work.

Use discretion in organizing work and carrying out assignments with minimum supervision.

Maintain confidentiality.

**Education and Experience:**

Any combination of training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

**Child Support Legal Secretary I:**

One year of experience as a Legal Clerk II or equivalent, performing work requiring the use of legal terminology and procedures preferably in a Child Support Office.

**Child Support Legal Secretary II:**

One year as a Legal Secretary I or three years of experience performing legal secretarial work in a legal or child support office.
CHILD SUPPORT OFFICE ASSISTANT I

Definition

Under direct supervision, employees in this class perform routine clerical activities related to filing, reception, form processing, record maintenance, mail distribution, typing or data entry; and perform related work as required.

Distinguishing Characteristics

Office Assistant I is the entry/trainee level in the Office Assistant class series. Incumbents in this class initially perform work under close supervision and receive in-service training. As requisite skills and knowledge are developed, greater independence is exercised. The incumbent is expected to advance to the journey level Office Assistant II after one year of satisfactory performance at the I level. Those positions with duties of the least complex, routine and repetitive nature may be permanently classified at the Office Assistant I level.

Examples of Duties

Assist the public in person or by phone; answer inquiries related to department services, programs and operations; obtain information, resolve discrepancies or errors, disperse relevant information, or refer client to the appropriate personnel or location; explain the proper use of forms and documents.

Screen and distribute incoming mail and send out informational materials and letters; screen and route telephone calls; schedule appointments.

Produce notices, reports, letters, legal documents, fiscal or statistical information; process, maintain and prepare forms, records, reports and control logs; maintain department files; research and assemble information; verify that information or data is complete, accurate, and consistent; identify and correct deletions or errors; update and delete information.

May operate automated systems where the routines and procedures require limited interpretation and application development within pre-established guidelines and structures; verify data on source documents and edit for conformance to specifications; access and update records; produce statistical, data processing, and production related reports.
Merit System Services
Child Support Office Assistant I

Minimum Qualifications

Knowledge of:

Modern office practices, methods, procedures, and automated systems.

General goals and purpose of child support services programs.

English grammar, vocabulary, spelling and punctuation.

Ability to:

Exercise sound judgment when initiating processes, actions, and alternatives within established procedures and regulations.

Enter data accurately into automated system.

Locate, identify, and correct inaccurate or incomplete information.

Communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds.

Establish and maintain cooperative working relationships with the public and staff.

Follow written and oral directions and instructions.

Education and Experience:

Any combination of training and experience that would likely provide the required knowledge and abilities is qualifying.

Special Skill Requirement:

Some positions may require knowledge of computer terminology and computer keyboard arrangement.

Some positions may require the ability to type at a net corrected speed of 40 words per minute.

Some positions may require the possession of a valid California driver's license.
CHILD SUPPORT OFFICE ASSISTANT II

Definition

Under supervision, employees in this class perform a variety of general or specialized clerical activities related to filing, reception, form processing, record maintenance, mail, typing or data entry; obtain and compare information related to department records, programs and services; and to do related work as required.

Distinguishing Characteristics

This is the journey level in the Child Support Office Assistant series. Incumbents in this class perform difficult and responsible office support work within the framework of established work methods and procedures. Incumbents at the II level are expected to use independent judgment in selecting and applying specific references, procedures, sequences, and alternatives to different work situations, referring non-procedural questions to the supervisor.

The Child Support Office Assistant II differs from the Office Assistant III, Legal Clerk or Secretary by the level of supervision received, the scope and effect of functions performed, the degree of independence exercised, and the complexity of work assigned. The Office Assistant III may also be assigned lead worker duties.

Examples of Duties

Assist the public in person or by phone; answer inquiries related to department services, programs, and operations; obtain information, resolve discrepancies or errors, disperse relevant information, or refer client to the appropriate personnel or location; explain the proper use of forms and documents.

Screen and distribute incoming mail and send out informational materials and letters; screen and route telephone calls; schedule appointments.

Produce notices, reports, letters, legal documents, fiscal or statistical information; process, maintain, and prepare forms, records, reports and control logs; maintain department files; research and assemble information; verify that information or data is complete, accurate, and consistent; identify and correct deletions or errors; update and delete information.

Maintain child support information, including entering information into the computer system; calendar court dates; and serves as court liaison regarding related matters.

May operate automated systems where the routines and procedures require limited interpretation and application development within pre-established guidelines and structures; verify data on source
Merit System Services
Child Support Office Assistant II

documents and edit for conformance to specifications; access and update records; produce statistical, data processing, and production-related reports.

Log reports from law enforcement agencies; search for prior offenses; receive discovery requests and process information; prepare various legal documents, including subpoenas, warrants, petitions, files with court and/or distribute to parties.

Review and investigate confidential information from agencies and process other related documents to locate absent parents; open cases, interview custodial party, and explain procedures.

Minimum Qualifications

Knowledge of:

Modern office practices, methods, procedures, and automated systems.

General goals and purpose of public social services programs.

English grammar, vocabulary, spelling, and punctuation.

Ability to:

Answer a variety of questions related to department programs and the application process.

Exercise sound judgment when initiating processes, actions, and alternatives within established procedures and regulations.

Enter data accurately into automated system.

Locate, identify, and correct inaccurate or incomplete information.

Communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds.

Maintain confidentiality.

Establish and maintain effective working relationships.

Follow written and oral directions and instructions.
Merit System Services
Child Support Office Assistant II

Education and Experience:

Any combination of training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

One year of experience performing clerical duties in an office environment.

Special Skill Requirement:

Some positions may require knowledge of computer terminology and computer keyboard arrangement.

Some positions may require the ability to type at a net corrected speed of 45 words per minute.

Some positions may require a basic knowledge of legal forms and procedures.

Some positions may require the possession of a valid California driver's license.