



## DHS-CHILD SUPPORT ENFORCEMENT OFFICER

### **CHARACTERISTICS OF WORK:**

This is investigative work involving the enforcement of laws pertaining to child support obligations for Temporary Assistance To Needy Families (TANF) cases and Non-TANF cases. The duties of the position are performed within guidelines set in pertinent federal statutes and agency policies and procedures under the general supervision of a Child Support Supervisor or Regional Director. Incumbents work closely with agency staff attorneys in providing documentation relative to child-support cases and in the actual presentation of legal testimony.

### **MINIMUM QUALIFICATIONS:**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

### **EXPERIENCE/EDUCATIONAL REQUIREMENTS:**

#### **Education:**

A Bachelor's Degree from an accredited four-year college or university.

**OR**

#### **Education:**

Graduation from a standard four-year high school or equivalent (GED);

**AND**

#### **Experience:**

Four (4) years of experience related to the above described duties.

#### **Substitution Statement:**

Related education and related experience may be substituted on an equal basis.

### **PHYSICAL REQUIREMENTS:**

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

**Light Work:** May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally force equivalent to lifting about 20 pounds, for example, sales clerk, bank teller, etc.

**Vision:** Requires the ability to perceive the nature of objects by the eye.

**Near Acuity:** Clarity of vision at 20 inches or less.

**Midrange:** Clarity of vision at distances of more than 20 inches and less than 20 feet.

**Field of Vision:** Ability to observe an area up or down, left or right while eyes are fixed on a given point.

**Speaking/Hearing:** Possesses the ability to give and receive information through speaking and listening skills.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms. The incumbent is frequently required to walk; stand; and stoop, kneel, crouch, or bend. The incumbent is occasionally required to climb or balance.

### **COMPETENCIES:**

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

### **PUBLIC SECTOR COMPETENCIES:**

**Integrity and Honesty:** Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

**Work Ethic:** Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

**Service Orientation:** Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

**Accountability:** Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

**Self Management Skills:** Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and

consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

**Interpersonal Skills:** Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

**Communication Skills:** Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

**Self-Development:** Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

#### **TECHNICAL COMPETENCIES:**

**Enforcement:** Enforces laws pertaining to child support obligations.

Receives and reviews referrals and applications to establish paternity and child support obligations and to enforce and/or review existing court orders for child support. Interviews TANF recipients and Non-TANF clients to obtain additional information in processing cases. Locates absent parents by utilizing local resources so that child support obligations can be established and enforced. Initiates appropriate enforcement action against individuals delinquent in paying child support.

**Communication:** Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, management, and other entities. Asks appropriate questions to gain information needed to assist the public or provide information to the public, agency personnel, or other entities. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memorandums, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel. Provides testimony in court cases involving non-support. Works closely with attorneys in providing required child support services.

**Professional Maturity:** Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and to deal with situations in the workplace in a professional manner.

Able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Aligns personal behavior with agency standards. Continuously assesses work unit for areas of improvements and suggest changes for continuous improvement. Responds appropriately to supervision and administrative decisions. Is able to work under and with authority and accepts decisions. Takes initiative to accomplish stated and

unstated goals. Maintains appropriate standards of professionalism and only provides information within authority to provide in area of expertise.

**Technical competence:** Is computer literate, including basic skills in e-mail communication and word processing with minimal supervision and oversight required.

**Mentoring:** Watches over and assists with work of and determines the training needs of co-workers. Utilizes appropriate methods for training.

Mentors or otherwise assists co-workers as assigned helping them to improve their knowledge, skills, and abilities. Develops co-worker's skills and encourages growth. Utilizes approved training methods. Facilitates co-worker learning. Fosters a positive attitude. Participates in job training programs (On the Job Training).

**ESSENTIAL FUNCTIONS:**

**Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:**

1. Investigates child support cases and establishes an individual's legal obligation to provide child support.
2. Establishes paternity and medical support obligations when appropriate.
3. Enforces child support orders following policies and procedures.
4. Reviews and modifies court orders.
5. Completes case packets for referrals to staff attorney for action on initial support, paternity, stipulated agreements, modifications and redirection using state agency manuals, bulletins and other state materials.

**EXAMPLES OF WORK:**

**Examples of work performed in this classification include, but are not limited to, the following:**

Receives and reviews referrals and applications to establish paternity and child support obligations and to enforce and/or review existing court orders for child support.

Provides testimony in court cases involving non-support.

Works closely with attorneys in providing required child support services.

Interviews TANF recipients and Non-TANF clients to obtain additional information in processing cases.

Locates absent parents by utilizing local resources so that child support obligations can be established and enforced; provides verification of addresses, employment and social security numbers of parents.

Maintains the official child support record; updates the automated child support system (METSS) as appropriate.

Maintains contact with other State agencies via mail, telephone, and other correspondence.

Initiates appropriate enforcement action against individuals delinquent in paying child support.

Performs related or similar duties as required or assigned.

**INTERVIEW REQUIREMENTS:**

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.