

## **CHILD SUPPORT ELIGIBILITY SPECIALIST**

### **DEFINITION OF WORK**

Employees in this class establish paternity and child support orders, independently perform program intake by interviewing new applicants, building new cases, initiating the location process, drafting appropriate documentation, scheduling client appointments, and providing clients and absent parents with the guidelines for establishing paternity and/or support. As needed, employees complete DNA testing and/or perform notary duties. Employees receive general supervision from a lead Child Support Enforcement Agent or a Child Support Enforcement Supervisor.

### **EXAMPLES OF WORK**

Employees perform initial program intake; ensure appropriate service level and proper case type assigned to case; determine applicable application fees; interview clients to obtain location information on non-custodial parent and to establish paternity as needed; locate absent parents through the development and use of a variety of resources; utilize automated system to execute and document child support actions; gather information and determine if sanctions are lifted on clients' social services benefits; schedule necessary follow-up appointments for clients; and occasionally assist call center and front desk. Employees perform related work as required.

### **EMPLOYMENT STANDARDS**

#### **Education and Experience:**

An Associate's degree in business administration, human resources, paralegal studies, accounting or a closely related degree and one year of experience in the areas of child support, social services eligibility, investigations, legal, or finance that provide the knowledge, skills, and abilities to perform the work; or graduation from high school and three years of experience in the areas of child support, social services eligibility, investigations, legal, or finance that provide the knowledge, skills, and abilities to perform the work; or an equivalent combination of education and experience.

#### **Knowledge, Skills, and Abilities:**

Knowledge of the principles and practices of the federal and State Child Support Enforcement Program and the Automated Case Tracking System (ACTS); some knowledge of related legal procedures, judicial operations, and office management practices and procedures; ability to conduct investigative interviews and analyze case variables; ability to organize and summarize case information; ability to represent program in written form and effectively communicate with others.; ability to understand and utilize basic computer skills; ability to analyze and interpret rules, regulations, and procedures; ability to communicate with adversarial clients and absent parents, some who are potentially dangerous.

### **SPECIAL REQUIREMENTS**

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

**ADA REQUIREMENTS**

Employees work in an office setting.

**PHYSICAL REQUIREMENTS**

Must have ability to exert very moderate physical effort in light work typically involving some combination of stooping, kneeling, crouching, and crawling.

Must be able to lift, carry, push and/or pull objects and materials of moderate weight up to 25 pounds.

Must have visual perception and ability to discriminate colors.

Must be able to perceive and discriminate odors/sounds.

Must be able to perform coordinated movements.

Cumberland County  
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