

CHILD SUPPORT ENFORCEMENT DIRECTOR

DEFINITION OF WORK

Employee in this class independently manages and directs the County's Child Support Enforcement Department in delivering quality services related to noncustodial parent location; establishment of paternity; establishment of child support/medical support obligations; collection and distribution of child support obligations; and enforcement of child support orders. Employee ensures compliance with Department goals and objectives; is responsible for strategic planning, organizing, and directing the operations of the Department. Directly supervises a staff of nine; oversees work of approximately 70 professional, technical, and office support staff. Employee reports to an Assistant County Manager.

EXAMPLES OF WORK

Performs managerial work in planning, organizing, and directing all work operations of the Child Support Enforcement Department; sets Department goals and objectives; ensures compliance with applicable State and/or federal requirements and applicable County ordinances, policies and procedures; monitors and evaluates programs and services to identify needed changes. Work involves direct management of Department staff through subordinate supervisors. Employee hires, assigns work, and ensures professional development and training for staff; establishes performance standards, evaluates work; and handles disciplinary matters including dismissals. Consults with the Assistant County Manager and justifies capital improvements, Department and facility needs; projects budget estimates and provides oversight of and monitors the Department's budget, revenue, purchases/expenditure and financial reporting; reviews program accomplishments; and meets regularly with staff individually or in groups to discuss work flow, caseloads, policy changes, and work methods; provides administrative supervision of legal staff. Employee performs related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a four-year college or university with a major in criminology, sociology, business administration or a closely related field and six years of progressive work experience in a Child Support program to include three years of work experience as a Child Support Supervisor; or an Associate's degree in business administration, human resources, paralegal studies, accounting or a closely related degree and eight years of progressive work experience in a Child Support program to include three years of work experience as a Child Support Supervisor; or graduation from high school and ten years of progressive work experience in a Child Support program to include three years of work experience as a Child Support Supervisor; or an equivalent combination of education and experience.

Knowledge, Skills, and Abilities:

Thorough knowledge of the federal and State Child Support Enforcement Program, the Automated Collection and Tracking System (ACTS), related legal procedures, judicial operations, and office management practices and procedures; supervisory and managerial practices and techniques; skill in interviewing, investigating, and analyzing case variables; ability to organize and summarize case information; ability to analyze and interpret rules, regulations, and procedures; ability to plan, direct, monitor, and develop a Child Support program; ability to represent program in written form and

effectively communicate with others; and the ability and skill to understand and utilize computers.

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

Employee works 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.