

## **CHILD SUPPORT ENFORCEMENT SUPERVISOR**

### **DEFINITION OF WORK**

Employees in this class perform supervisory work in the planning, organizing, and directing of a work unit of 12 to 20 professional and administrative staff responsible for the intake, establishment, and enforcement of paternity/support orders initiated by the County, or those involving interstate child support agencies. Employees receive general supervision from the Child Support Enforcement Director.

### **EXAMPLES OF WORK**

Employees establish and organize work assignments of assigned unit; set program priorities; assign and adjust caseloads as needed; and regularly review employees' work to ensure that federal and State policies and procedures are being followed. Participate in the process of hiring new employees; produce the work plan, and perform the evaluation process for all unit employees; monitor each employee's quality and quantity of work on a regular basis; review program accomplishments on a regular basis through reports and discussions with staff. Meet with staff individually or in groups on a regular basis to discuss work flow, caseloads, policy changes, work methods, and accomplishments; accompany staff to court; oversee and direct courtroom procedures; counsel and coach staff on work issues. Participate with the Department Director and County Human Resources staff to evaluate employee issues to include disciplinary actions; serve as first line supervisor in formal actions; respond to inquiries from Department management and DHHS. Employees assist with unusual or difficult cases; through interviews deal appropriately with customer complaints; coordinate activities between clerks of court, district attorneys, judges, agency attorney, and law enforcement personnel; resolve concerns with local judicial and law enforcement system; and monitor expenditures, recommending budget needs to director. Employees perform related work as required.

### **EMPLOYMENT STANDARDS**

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

Graduation from a four-year college or university and two years of progressive work experience in a Child Support program that provides the knowledge, skills, and abilities to perform the work; or an Associate's degree in business administration, human resources, paralegal, accounting or a closely related degree and four years of progressive work experience in a Child Support program that provides the knowledge, skills, and abilities to perform the work; or graduation from high school and six years of progressive work experience in a Child Support program that provides the knowledge, skills, and abilities to perform the work; 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; 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 represent program in written form; ability to effectively communicate with others, specifically, adversarial clients and absent parents; and the ability to understand and utilize computer skills.

**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.