

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Parent Locator Assistant**

**Class Code: 51590**

**Pay Grade: GD**

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### **A. Purpose:**

Processes locate requests from regional offices and other states; collects, researches, analyzes, and verifies information regarding non-custodial and custodial parents; collects and exchanges data through numerous agencies, other states, foreign countries, federal programs, and resources.

### **B. Distinguishing Feature:**

The Parent Locator Assistant locates and verifies social security numbers, date of births, addresses and employment information, income sources, and asset information of non-custodial parents.

The State Parent Locator has statewide responsibility for absent parent locate activities, develops access parameters, and acts as a liaison with other states' absent parent locate activities. Investigators locate absent parents, establish and enforce court ordered child support, alimony, and medical support due families receiving title IV-D services in South Dakota.

### **C. Functions:**

*(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions which may be found in positions of this class.)*

1. Processes requests from within the agency, other state and local agencies, territories and countries to locate non-custodial parents for the purpose of enforcing child support orders, establishing support obligation, and/or establishing paternity.
  - a. Reviews on-line case referrals and recommends if the case should be closed, reopened or referred back to local office staff for further information.
  - b. Processes out-of-state locate requests by reviewing on-line information to obtain and/or verify social security numbers, birth dates, addresses and employer information.
  - c. Searches and obtains information from various sources such as custodial parent; federal parent locator service; National Directory of New Hires; Social Security Administration; Internal Revenue Service; Department of Veteran's Affairs; Division of Motor Vehicles; Department of Corrections; Department of Labor; Department of Revenue; DCI; Department of Commerce; Game, Fish, and Parks; UJS; Department of Health; military; Secretary of State; skip tracing contacts; police and sheriffs departments; metro-net; Internet; Immigrations; Bureau of Personnel; National Law Enforcement Telecommunications Systems (NLETS); US Post Office; relatives and friends of the custodial parent; credit reporting agencies; the private sector; other states; and public assistance programs.
  - d. Examines and verifies information found with information that was provided on the case referral or application and determines the precise identity and location of the non-custodial parent.
  - e. Prepares case narratives on-line regarding all actions taken and information received.
2. Performs other work as assigned.

### **D. Reporting Relationships:**

Typically no subordinates report to this classification, however it may provide work direction to new staff.

**E. Challenges and Problems:**

Challenges include reviewing requests for information and determining an appropriate response with general guidelines that are subject to interpretation and locating individuals that do not want to be found.

Problems include determining accurate information from multiple pieces of data.

**F. Decision-making Authority:**

Decisions include if a case should be in locate status, sources to use in locating an individual or information about the individual, determines accuracy of information received on the non-custodial parent, and recommends if a case can be closed.

Decisions referred include negotiating contracts for location information, updates to locate procedures manual, implementation of locate policy, training, and when it is no longer feasible to pursue an absent parent.

**G. Contact with Others:**

Daily contact with OCSE Investigators, other states, other agencies, and various locate sources to give and receive information.

**H. Working Conditions:**

The incumbent works in a typical office environment.

**I. Knowledge, Skills and Abilities:**

Knowledge of:

- the child support program and procedures;
- skip tracing and interviewing techniques;
- various locate resources;
- various computer systems.

Ability to:

- maintain records and prepare reports and correspondence related to the work using an automated system;
- read, interpret, and present data;
- communicate information clearly and concisely;
- quickly compare or check the accuracy of names, numbers, codes, and symbols;
- assign appropriate priorities to work activities based on organizational goals;
- organize and analyze available information and to draw sound and reasonable conclusions;
- deal tactfully and professionally with others.