

STATE OF SOUTH DAKOTA CLASS SPECIFICATION

Class Title: State Parent Locator

Class Code: 51592

Pay Grade: GH

A. Purpose:

Provides support and work direction for parent locate activities in the Office of Child Support Enforcement (OCSE) by accessing information from other agencies, states, and the federal government to ensure all resources are utilized to locate absent parents obligated to pay child support.

B. Distinguishing Feature:

The State Parent Locator provides work direction to the locate unit, acts as a liaison with other states non-custodial parent locate units, locates and verifies information regarding non-custodial parents, and works with computer systems staff to resolve computer problems and provide suggestions for computer enhancements.

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 Investigator locates absent parents, establishes and enforces court ordered child support, alimony, and medical support due families receiving title IV-D services in South Dakota and other states.

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. Directs the activities of the parent locate section to ensure locate activities are carried out effectively.
 - a. Processes problem cases that the Parent Locate Assistants have been unable to locate.
 - b. Recommends other resources for the Parent Locate Assistants to use in an attempt to locate the non-custodial parent, conducts further research on these cases, and recommends if the case should be closed, reopened, or referred back to the local office staff for further information.
 - c. Develops and negotiates access to other applicable information sources.
 - d. 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.
 - e. 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.
 - f. 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.

2. Provides work direction to the locate unit to ensure locate activities are carried out effectively.
 - a. Assigns daily work assignments.
 - b. Recommends disciplinary actions.
 - c. Develops training plans.
 - d. Conducts staff meetings.
3. Develops training material and conducts training sessions for OCSE staff and other agencies to provide system users with the best tools to access this information.
 - a. Trains individuals on how to access and interpret information on the systems.
 - b. Attempts to resolve problems or questions relative to the locate system.
4. Functions as the liaison to the Federal Parent Locate Service (FPLS) to ensure the information can be utilized by locate staff and investigators in OCSE.
5. Analyzes existing computer system and prepares requests for changes to the system to provide better access to locate information by field staff.
 - a. Conducts computer systems testing required for locate staff.
 - b. Researches and negotiates access to other applicable locate information sources.
 - c. Provides input for system enhancements.
 - d. Compiles and interprets procedures for accessing data.
 - e. Monitors the data systems.
 - e. Gathers information for manual updates and procedure revisions.
6. Performs other work as assigned.

D. Reporting Relationships:

Typically no subordinates report to this position, however the incumbent may provide work direction to OCSE staff to access and review locate information from a variety of data systems.

E. Challenges and Problems:

Challenges include keeping up-to-date with changing federal laws and regulations in regards to locating non-custodial parents; analyzing information to determine recommendations for computer enhancements; and maintaining a current knowledge on existing computer system updates.

Typical problems facing the incumbent include acquiring the permissions necessary in order to access the systems of other agencies, whether to continue to submit locate requests, meeting federal requirements, and resources to access for locate information.

F. Decision-making Authority:

Decisions include reviewing problem cases that are referred by the Parent Locate Assistants and providing direction as to what other resources they should consider in attempting to locate the non-custodial parent; providing input on locate staff performance documents; recommending updates to be made to the office systems; recommending new technology and new sources of locate data to improve the locate unit ability to locate non-custodial parents; implementing policies and procedures; and the content of training materials.

Decisions referred include hiring/firing of locate staff; final approval of enhancements and new locate sources to access; and approval of locate contracts and changes in locate policies and procedures.

G. Contact with Others:

Daily contact with OCSE investigators to give and receive information; weekly contact with federal parent locator and other states' agencies to give and receive information; and occasional contact with circuit administrators, economic assistance staff, other state agencies, and private vendors to give or receive information.

H. Working Conditions:

The incumbent works in a typical office environment.

I. Knowledge, Skills and Abilities:

Knowledge of:

- state and federal laws and regulations pertaining to child support programs;
- skip tracing and interviewing techniques;
- various locate resources;
- automated records systems;
- department policies and procedures;
- staff training techniques.

Ability to:

- maintain records and prepare reports and correspondence related to the work using an automated system;
- read, interpret, and present data;
- assign appropriate priorities to work activities based on organizational goals;
- organize and analyze available information and draw sound and reasonable conclusions;
- communicate information clearly and concisely;
- analyze data and make decisions;
- establish and maintain effective working relationships;
- interpret and apply pertinent state and federal laws and regulations;
- negotiate access to information sources.