

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Child Support Specialist Supervisor**

**Class Code: 51751**

**Pay Grade: GJ**

---

### **A. Purpose:**

Implements the Child Support program within an assigned service area by supervising staff; directing office operations; interpreting federal, state, and other states' laws and Supreme Court rulings when conducting administrative hearings and resolving conflicting orders for support; and providing direction to prosecuting attorneys under contract to ensure compliance with program policies and procedures.

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

The Child Support Specialist Supervisor supervises Child Support Specialists, Lead Child Support Specialists, and other staff; and is responsible for the delivery of services within an assigned service area.

The Lead Child Support Specialist assists the supervisor of an assigned unit by providing expert advice and training to Child Support Specialists; and is responsible for an assigned case load.

The Child Support Specialist establishes and enforces collection of child support payments to families or the state.

### **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. Supervises Child Support Specialists and other staff in an assigned service area.
  - a. Interviews applicants and makes recommendations for hiring new employees.
  - b. Assists in training new staff and identifies ongoing training needs.
  - c. Approves or denies leave requests.
  - d. Monitors the distribution of work among staff to ensure a balanced work load is maintained.
  - e. Evaluates and monitors job performance, and recommends and implements disciplinary actions when necessary.
  - f. Conducts regular staff meetings and keeps staff apprised of department and division updates.
  - g. Ensures that proper labor relations and conditions of employment are maintained.
  - h. Guides staff to meet agency performance goals that fulfill department and division goals to ensure compliance with federal requirements.
2. Interprets division policies to assist staff and inform others, and to ensure consistent compliance with applicable federal and state laws and rules.
  - a. Oversees difficult, high-profile, controversial, and sensitive cases.
  - b. Reviews laws, rules, and policies issued by state and federal agencies, determines the impact on the program, and makes recommendations for implementation.
  - c. Assists staff in interpreting and applying policies and procedures on a case-by-case basis.
  - d. Maintains policy manuals.
3. Serves as the liaison between the division and the service area to provide information about the Child Support Program, processes, and services.

- a. Responds to inquiries and complaints from the general public, non-custodial and custodial parents, employers, and others.
  - b. Establishes and maintains relationships with other state agencies, other states' Title IV-D agencies, prosecutors, Circuit Court judges, clients' attorneys, tribal governments and courts, and employers.
  - c. Issues Orders of Withholding of Income on employers and other income sources.
  - d. Acts as liaison between staff in assigned area office and state office.
4. Conducts administrative review hearings to ensure program laws, rules, and policies have been applied correctly.
- a. Interprets court orders, reviews documentation and payment records, and conducts interviews with custodial and non-custodial parents to determine child support delinquencies and correct amounts of current and past due support in contested enforcement actions.
  - b. Researches South Dakota's and other states' laws to interpret court orders and their application to child support.
  - c. Prepares and issues administrative review hearing decisions on custodial and non-custodial parents to ensure due process rights have been satisfied.
  - d. Testifies in court hearings, modification hearings, and administrative hearings to ensure effective delivery of services.
5. Performs administrative duties to facilitate office operations.
- a. Ensures that child support cash payments received by the local office are accounted for and deposited locally in a timely manner for posting to child support cases.
  - b. Justifies and/or approves purchases of equipment, materials, and supplies.
  - c. Monitors and controls expenditures.
6. Performs other work as assigned.

**D. Reporting Relationships:**

Reports to the Assistant Division Director or Division Director. Supervises Child Support Specialists, Lead Child Support Specialists and clerical staff and provides work direction to prosecuting attorneys under contract.

**E. Challenges and Problems:**

Challenges include assisting families in resolution of their child support issues when custodial and non-custodial parents disagree. This is difficult because custodial parents often become extremely hostile when non-custodial parents do not make support payments or payments are consistently late. Non-custodial parents often become extremely angry when they are unable to meet payments; when driver, hunting and fishing, and

professional licenses are restricted or revoked; when wages are garnished; when liens are filed on their property; when income tax refunds are offset; when custodial parents verbally agree to a reduction in support and then deny agreement; when they are reported to credit reporting agencies; and when custodial parents refuse non-custodial parents visitation or fail to inform them of their whereabouts. Also challenging is training new employees, addressing the inactivity of other states' child support enforcement agencies, addressing the continued lack of jurisdiction with tribal governments, ensuring compliance with federal program performance requirements, investigator burnout and turnover, and increasing successful investigations and collections with limited staff resources.

Typical problems include courts failing to take effective enforcement measures; sheriffs that fail to serve arrest warrants in a timely manner; and keeping up-to-date on the continuing changes in federal and state laws, regulations, and policies.

#### **F. Decision-making Authority:**

Decisions include case assignments to staff; prioritization of case load; determining the most appropriate case action based on the circumstances; authorizing orders to withhold income; imposition of release and satisfaction of liens; modifications of support obligations and support of debt settlements; conducting and issuing administrative reviews and decisions for credit bureau reporting; driver, sporting, and professional license revocation; IRS offset; selection and hiring of staff; appropriate collection allocations; and processing case updates.

Decisions referred include approval on policy or procedure changes, disciplinary actions, and final approval on criminal case files before submission to prosecutors.

#### **G. Contact with Others:**

Daily contact with caseworkers, benefit specialists, family services specialists, custodial and non-custodial parents, prosecuting attorneys, clients' attorneys, employers, financial institutions, law enforcement agencies, other states' Title IV-D agencies' staff, and program specialists; regular contact with Circuit Court judges; and occasional contact with community agencies and schools.

#### **H. Working Conditions:**

Works in a typical office environment.

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

Knowledge of:

- supervisory principles and practices (preferred but not required);
- child support program, objectives, and delivery methods and procedures (preferred but not required).

Ability to:

- demonstrate compassion, respect, courtesy, and tact when interacting with others;
- establish, build and maintain cooperative and productive relationships internally and externally;
- build and lead cohesive teams that are committed to a common goal;
- establish work loads, deadlines, and performance objectives; and follow up to ensure proper completion of outcomes and expectations;
- identify and define problems or potential problems; and develop and implement appropriate resolutions;
- make difficult decisions and assume accountability for actions and results;
- communicate information clearly and concisely and to keep appropriate parties informed;
- adjust and adapt to changing policies and procedures;
- utilize computerized data systems (Microsoft Office preferred).