

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Lead Child Support Specialist**

**Class Code: 51762**

**Pay Grade: GI**

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### **A. Purpose:**

Serves as a lead worker and expert resource in an assigned unit by providing training, daily advice and guidance, and assistance in case development to Child Support Specialists; and manages a case load by locating non-custodial parents and establishing paternity, establishing child support and medical support orders, initiating actions to modify court orders and prepares cases for hearings, initiating administrative and judicial legal actions, and enforcing collection of child support payments due to families or the state to ensure financial support for children and fair recompense for the state.

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

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. 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.

### **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. Provides daily work direction, expert advice, and training to Child Support Specialists to ensure accurate and effective delivery of services.
  - a. Interprets multiple programs' requirements to answer team members' questions and assist them with case development.
  - b. Apprises the unit supervisor of employees' work progress and challenges that may require attention.
  - c. Assists others to apply what they have read and learned in real life situations.
2. Conducts interviews and investigations to collect and compile sufficient information with which to establish and enforce court orders.
  - a. Conducts assessment interviews with both custodial and non-custodial parents.
  - b. Conducts Investigations into the locations and financial situations of non-custodial parents by making inquiries to various agencies, private firms, relatives, and friends.
  - c. Accesses related computer resources, public records, credit bureaus, and bank records.
  - d. Establishes paternity, ensuring that all actions are taken in accordance with state statutes and court decisions.
    - i. Arranges for genetic testing.
    - ii. Requests information from other child support enforcement agencies, in- and out-of-state.
  - e. Ensures that forms, applications, and other documentation are complete and

accurate.

3. Establishes, modifies, and enforces court-ordered child support, alimony, and medical support obligations in compliance with state laws to ensure sufficient financial security for children.
  - a. Interprets and evaluates financial and personal data and determines correct amounts of child support.
  - b. Prepares stipulations and agreements for court-ordered support.
  - c. Serves notices of support debt to non-custodial parents.
  - d. Interprets court orders and determines amounts of support, immediate wage-withholding, and medical support.
  - e. Negotiates and implements payment agreements, notices of delinquency, and income-withholding orders.
  - f. Monitors payments made by non-custodial parents to ensure they are in compliance with court orders.
  - g. Determines and initiates appropriate enforcement actions.
  - h. Makes referrals to prosecutors for enforcement of delinquencies.
  - i. Issues notices to employers to enroll children in health insurance plans, verifies insurance coverage, and updates information in computer system.
4. Makes referrals to, and assists the division's prosecutors in preparing cases scheduled for court hearings and testifies or presents information in both civil and criminal proceedings.
5. Manages assigned cases with accuracy and timeliness to maintain currentness of shared data and efficiency of information exchange.
  - a. Enters data into computerized mainframe systems.
  - b. Accesses information from other agencies via computer interface to assist in managing cases.
  - c. Examines daily reports and case record reviews, and determines and implements appropriate corrective actions.
  - d. Responds effectively to customers, and also identifies and refers them to other community resources and agencies.
6. Exchanges assistance with other state, federal, and international jurisdictions to establish paternity and support, assist in locating individuals, and enforce orders.
7. Performs other work as assigned.

**D. Reporting Relationships:**

Reports to a Child Support Specialist Supervisor. Does not supervise but provides work direction to Child Support Specialists.

**E. Challenges and Problems:**

Challenged to provide accurate and effective guidance and advice daily to team members. Challenged to work daily with hostile parents, both non-custodial and custodial. This is difficult because it requires Child Support Specialists to continually be the voice of reason and explain to non-custodial parents that when support obligations are not met, the department may access Internal Revenue Service (IRS) refunds and credit reports; that they may generate restriction of driver, hunting and fishing, and professional licenses; and that they may garnishee wages. With

custodial parents, Child Support Specialists are often a sounding board for their anger over unpaid or untimely child support. They are also challenged to arbitrate disagreements between the parents over payments and visitation with the children. They are further challenged to maintain knowledge of the complex laws governing child support in South Dakota and other states.

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

Decisions include how to most effectively assist team members and whether to refer them to higher authority, recommendations for staff training, whether or not case files are correct and complete, whether to use administrative or Circuit Court procedures to establish paternity, child support, and enforcement actions; when to submit cases to the State Parent Locator; amounts of child support obligations based on financial statements of both parents; which cases should be submitted for IRS offset; jurisdiction of cases; amounts of wage withholding to request; and proper procedures for establishing paternity and support obligations and enforcing orders on non-custodial parents who reside outside of the state.

Decisions referred include policy and process development and definition, interpretation of unclear or conflicting policy issues, policy and process development and definition, interpretation of unclear or conflicting policy issues.

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

Daily contact with custodial and non-custodial parents to obtain information and provide child support services; with Clerks of Courts to obtain orders for support and payment schedules; with prosecutors and attorneys for resolution of cases; with employers to verify employment and wages and resolve withholding problems; with judges to hear cases; and with other states to exchange information on enforcement and collection issues.

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

Works in a typical office environment.

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

Knowledge of:

- Basic mathematical calculation methods;
- Principles, practices and methods of child support investigation and collection (preferred but required).

Ability to:

- Demonstrate compassion, respect, courtesy, and tact when interacting with others;
- Recognize the sources of interpersonal conflict and take positive steps to effectively resolve problems in conflict situations;
- Gather and analyze data, reason logically and accurately, and solve problems using common sense, reasoning and resourcefulness;
- Actively pay attention, elicit needed information and provide concise information;
- Conduct interviews with individuals who are reluctant to give information or who are not communicative;
- Plan and organize work to meet schedules and deadlines and respond and adjust to multiple demands;

- Prepare clear and concise documentation, reports, and correspondence that reflect relevant facts;
- Comprehend, interpret and apply pertinent laws, regulations and procedures;
- Provide training and work direction to others;
- Utilize computerized data systems.