

CHILD SUPPORT ENFORCEMENT SUPERVISOR

DEPARTMENT: Tioga Co. Department of Social Services
CLASSIFICATION: Competitive
SALARY GRADE: CSEA, Grade IX
ADOPTED: Revised 9/96; Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: This is a supervisory position involving responsibility for supervision in the CSEU of the local Social Services district. The work is performed under the general direction of the Coordinator of Child Support Enforcement or the County Commissioner of Social Services with leeway allowed for developing and implementing procedures for the CSEU. Assumes responsibility for CSEU in the Coordinator's absence. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Assists in establishing procedures and assignment of work in the CSEU;
- Assists in establishing and implementing procedures for conducting support investigation in the local district;
- Conducts investigations to determine the location and financial status of individuals legally responsible for the support of their dependents;
- Conducts investigations to determine the feasibility of pursuing court action to establish paternity;
- Establishes and maintains an effective working relationship with the Family Court, Probation Department, County Attorney, and other law enforcement officials;
- Oversees and participates in the training of staff and CSEU functions;
- Acts as a representative of the local district in court proceedings involving child support;
- Assists in establishing and implementing procedures for receiving and transmitting pertinent information between CSEU and other units in the agency;
- Assists the Coordinator of Child Support Enforcement in establishing, implementing, and maintaining procedures for all aspects of CSEU;
- Maintains case files and prepares reports as necessary.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of federal and state social services laws, rules, and regulations as they apply to Child Support Enforcement; good knowledge of investigative techniques; ability to plan, direct, and accept responsibility for the work of others; ability to prepare clear and accurate records and reports; ability to establish working relationships with others; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Open-Competitive: Graduation from high school or possession of an equivalency diploma and either:

- a) Graduation from a regionally accredited or New York State registered college or university with a bachelor's degree and three years of full-time paid experience or its part-time equivalent in investigating or evaluating claims for assistance, veterans or unemployment benefits, insurance, or a similar program operating under established criteria for eligibility; **OR**

2. Child Support Enforcement Supervisor

- b) Graduation from a regionally accredited or New York State registered college or university with an associate's degree and five years of full-time paid experience or its part-time equivalent as defined above; **OR**
- c) An equivalent combination of training and experience as defined by the limits of a) and b) above.

* Satisfactory paid work experience, as defined in A) above, may be substituted on a year to year basis for college years.

Promotional – Either:

- a) One (1) year of satisfactory permanent competitive status as a Senior Support Investigator; **OR**
- b) Two (2) years of satisfactory permanent competitive status as Support Investigator; **OR**
- c) Three (3) years of satisfactory permanent competitive status as a Social Welfare Examiner; **OR**
- d) Two (2) years of satisfactory permanent competitive status as a Senior Social Welfare Examiner.