

**ROWAN COUNTY  
HUMAN RESOURCES**

**JOB DESCRIPTION**

**Job Title** : Child Support Supervisor II  
**Department:** Social Services  
**Revised** : March 2010

**Class** : Professional  
**FLSA:** Exempt

*This job description supersedes any prior description for the Child Support Supervisor II classification.*

**GENERAL DESCRIPTION**

Responsible administrative and supervisory work involving the enforcement of child support orders, locating absent parents, and establishing paternity.

Work is circumscribed by a variety of federal and state laws, policies, and regulations in which there is opportunity for independent judgment and initiative within restrictions. Supervision is given to a staff of paraprofessional Child Support Agents and clerical personnel. Supervision is received from the Social Services Program Administrator I.

**ESSENTIAL JOB FUNCTIONS** (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Completes time records, phone logs, and other administrative accounting documents.

Participates in the recruitment and interviewing of staff and makes recommendations for hire and termination of employees in the Child Support Unit that is given particular weight by the Social Services Director.

Organizes staff, formulates and assigns responsibilities and annual workloads to staff based on analysis of performance data, assessment of skills, unit goals, and projected impacts of policy changes.

Performs periodic performance reviews with staff to measure performances in terms of goals, objectives, and overall professional conduct. Implements disciplinary/corrective actions as necessary.

Approves leave of staff and arranges for workload coverage as required.

Responds to day-to-day questions relative to the application of State program policies and case situations.

Meets with State Consultants to secure and clarify information. Drafts correspondences to legislators and state officials concerning policies.

Serves as liaison with other agencies such as the court system, law enforcement, business establishments and other agencies relative to the program area.

Establishes and maintains a method of monitoring work in the Unit to insure accuracy and timely completion of case work by random caseload audits and daily reviews of records and caseloads.

Responds to inquires and complaints in relation to the Unit; provides consultation and technical assistance to the staff in preparing for reviews by consultants and/or appeals to the State Hearing Officer.

Regulates the process of arrears calculations and interpretations to allow for appropriate crediting to accounts and distribution of child support payments.

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### **OTHER JOB FUNCTIONS**

Develops plans for training of staff.

Approves travel vouchers, and submits travel plans for staff training to the Department Director for approval.

Reviews and implements new and updated program material, policies, and legal updates.

Performs related duties as required.

*Management reserves the right to add or amend duties at any time.*

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Extensive knowledge of the federal and state rules and regulations governing the Child Support Enforcement Program.

Ability to instruct, organize, direct, and supervise lower level employees.

Ability to read, analyze, and interpret a variety of rules, regulations, and procedures of varying complexity.

Ability to effectively communicate orally and in writing.

Ability to plan and execute work effectively.

Ability to establish and maintain effective working relationships with the Office of the Clerk of Court, Magistrates, District Attorney, law enforcement officials, court officials, and private attorneys.

### **PHYSICAL REQUIREMENTS**

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 35 lbs or less. Work may include extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

### **EXPOSURE CONTROL**

Work activity does not entail predictable or unpredictable exposure to blood or body fluids.

### **MINIMUM EXPERIENCE AND TRAINING**

Bachelor's Degree from an accredited college or university and two and one half years of experience in Child Support Enforcement; or an Associate's Degree from an accredited college or university in Business, Human Resources, Law Enforcement or closely related field and three years of experience in investigative, judiciary, eligibility, attorney's office or related experience including one year of Child Support Agent experience; or a high school diploma and five years of experience in investigative, judiciary, eligibility, attorney's office, or related work which provides the knowledge, skills, and abilities needed to perform the work including one year of Child Support Agent experience; or an equivalent combination of training and experience. Paralegal experience preferred. A valid driver's license is required.

**This job description does not create an employment contract,  
implied or otherwise.**