

Child Support Supervisor

Dept/Div: HHS

FLSA Status: *Non-Exempt*

General Definition of Work

Performs difficult professional work providing professional child support to clients, assisting in the overall operations of the division, and related work as apparent or assigned. Work is performed under the general direction of the Health and Human Services Director. Divisional supervision is exercised over those assigned.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Essential Functions

- Creates unit policy based on laws, state statutes or federal policies; develops and implements overall agency goals and policies; evaluates existing unit goals, policies and procedures; monitors changes to legislative requirements.
- Interviews and selects staff for the collection/child support unit; trains new staff; updates staff in methods of investigations, negotiations and agency policy.
- Responds to public requests for information or assistance regarding programs and policies; address community groups and participates in training sessions; receives and responds to complaints from clients and the public regarding collection/child support issues.
- Serves as primary contact for state office and security liaison for State Child Support System; MGA Agency Account Manager for HHS Department and administrator of MN Judicial branch eFile/Service access for Child Support Unit.
- May prepare consent orders, default orders; composes hearing facts and letters of recommendation for hearings; conducts settlement conferences when required; presents agreements and provides testimony on contested matters; reviews conformed orders for accuracy or changes.
- Serves as a resource for agency Director, County Attorney, law enforcement officials, staff and members of the public.
- Coordinates the collection of data for state, federal and local reports; monitors the performance of programs, resource availability and staffing needs; assists with the development and monitoring of the division budget.
- Remains current on changes to state law, policies and attends training sessions as required.

Knowledge, Skills and Abilities

Thorough knowledge of County policies and procedures; thorough knowledge of state and federal child support programs and procedures; general knowledge of the principles and practices of public social service organizations; ability to establish and maintain effective working relationships with clients, associates, legal and court professionals and the public; knowledge of performance appraisal and attendance records; skill in the practice of interviewing; ability to analyze facts and exercise sound judgment in arriving at conclusions; thorough knowledge of standard office equipment; thorough knowledge of standard office software as well as child support software, MN financial software, DHS website; ability to make arithmetic computations, apply governmental accounting practices; ability to communicate complex ideas effectively, orally and in writing; ability to prepare clear and concise reports.

Education and Experience

Bachelor's degree with coursework in criminal justice, public administration, business administration, or related field and considerable experience as a child support officer, collections officer or comparable experience, or equivalent combination of education and experience.

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Physical Requirements

This work requires the regular exertion of up to 10 pounds of force; work regularly requires standing, walking, sitting, speaking or hearing, using hands to finger, handle or feel, reaching with hands and arms, pushing or pulling, lifting and repetitive motions and occasionally requires climbing or balancing, stooping, kneeling, crouching or crawling and tasting or smelling; work requires close vision, distance vision and ability to adjust focus; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Merit System Eligible

Within six months:

- Data Practice and Security Training

- HIPAA

- Civil Rights Training

- Security of IRS Information

- Training for all DHS programs and systems used to perform work

- Valid driver's license