

SENIOR CHILD SUPPORT SPECIALIST

FUNCTION OF THE JOB

Under supervision, to work to establish a legal determination of paternity for children; to affect the collection of financial and health insurance support for children; to modify court-ordered support obligations on local, intergovernmental, and complex cases; to perform responsible lead worker duties; and, to perform other duties as required.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Initiates communication with noncustodial parent to affect payment in full of child support due the custodial parent for local, intergovernmental and specialty-type cases including review and adjusts, alternate care and incarcerated cases.
2. Contacts parents, employers, insurance companies, hospitals, attorneys, responsible parties, and/or other public and private entities to investigate facts needed to establish, enforce or modify support obligations.
3. Analyzes and researches noncustodial parents' financial statements and resources using public records and other sources; and determines and negotiates payment schedules and order modifications based on this information.
4. Evaluates account history, status of accounts and court orders and prepares the appropriate type of legal referral.
5. Conducts manual and/or computer-based searches to locate absent parents to establish, modify, or enforce a support obligation; verifies information and determines location to be used for service of process and formal notification of proceedings.
6. Executes and releases liens against property
7. Examines, investigates, and researches public records, statutes, and court decisions to evaluate the financial and legal parameters for collection of delinquent accounts.
8. Reviews case documentation and justification for accuracy and completeness; pursues and/or coordinates legal activity for cases; reviews all legal documents required; and, assists and/or monitors attorneys in litigation activities.
9. Answers inquiries from parents and attorneys on the establishment process, disputed account balances, and the modification process.
10. Interprets and explains the legal authority and state policy utilized to calculate the support obligation and/or the actions taken to collect the debts.
11. Initiates verbal or written communication with a parent to affect payment of court-ordered child support obligations, debts assigned to the county or state, and court-related costs.
12. Selects the appropriate administrative mechanisms to establish and enforce financial support or health insurance obligations without the need for a court hearing.
13. Determines ability to pay support and calculates a recommended obligation by researching confidential financial and public records, such as state and federal income tax filings, Social Security Administration records, records of financial institutions, bankruptcy claims, and financial disclosure statements.
14. Settles cases prior to litigation by negotiating the terms of the agreements with both parents and/or their attorneys; composes the legal documents setting forth the terms; obtains written consent of all parties and submits the documents to Corporation Counsel attorneys for approval and filing with the court.
15. Prepares cases for litigation by making legal referrals of the record of the investigation; determining the ability to pay support; and, making recommendations as to the issues to be addressed in court.
16. Makes initial assessment of venue and jurisdiction for litigation which includes a determination of where the case should be heard (Family, Probate, Bankruptcy or Juvenile Court) and whether the

hearing should be held in Wisconsin or another state.

17. Initiates intergovernmental referrals and responds to referrals made by other states for the full range of child support services.
18. Initiates case reviews if required by federal regulation or on the request of a party.
19. Reviews and determines if it is appropriate to pursue child support orders in cases where the children are placed in alternate care.
20. Reviews and determines if it is appropriate to modify a child order if the noncustodial parent is incarcerated.
21. Prepares a legal referral recommending felony prosecution on cases with extensive record of non-payment of support.
22. Provides testimony and information to the courts for actions taken to establish, modify, or enforce financial support and health insurance obligations.
23. Maintains case files in a statewide computer database.
24. Complies with federal time requirements for taking actions and determines if a case is eligible for closure in accordance with federal regulations.
25. Establishes and maintains effective working relationships with county departments, other counties, other states, other countries, State Bureau of Child Support, employers, attorneys, Children First Program, W-2 Agency, other private and public sector entities and agencies, and the general public.
26. Plans organizes, distributes work, trains, and instructs employees in departmental business processes and procedures; and reviews for accuracy and completeness of work.
27. Provides information, responds to inquiries and disputes, and explains the statutory provisions relating to liability for payment to noncustodial parents, attorneys, insurance companies and/or other parties.
28. May be responsible for developing, implementing, evaluating, and updating office policies and procedures to improve efficiency and effectiveness of division services.
29. Performs other duties as required.

QUALIFICATIONS

Essential Knowledge and Abilities

1. Considerable knowledge of investigative techniques and procedures used in securing information from legal and financial records, agencies, employers and other public and private sector entities.
2. Considerable knowledge of the Wisconsin State Statutes and Administrative Code governing the establishment, assignment, collection, and modification of financial and health insurance support for children, including intergovernmental cases, review and adjust procedure, alternate care cases and incarcerated, noncustodial parents and the statutory provisions relating to social services, financial institutions, legal settlements, alternate care, probate, personal injury, and other collections.
3. Considerable knowledge of research, recordkeeping, and reporting principles and practices.
4. Considerable knowledge of the principles and practices of the legal process, legal document preparation, and court procedures.
5. Considerable knowledge of the principles and practices of financial counseling.
6. Considerable knowledge of human services assistance programs and procedures.
7. Considerable knowledge of manual and computer-based methods, techniques, and procedures for locating absent parents.
8. Considerable knowledge of federal regulations regarding requirements and timelines for a Child Support Program and the Consumer Credit Protection Act.
9. Considerable knowledge of computerized department program software, internet access, state databases, spreadsheets, word processing programs, and intergovernmental programs.

10. Considerable knowledge of obtaining information through interviews, research and investigation, and securing documents; analyzing and organizing information; and making appropriate recommendations.
11. Considerable knowledge of investigative techniques to identify potential assets of delinquent accounts and interpret and analyze a wide variety of financial information including tax forms.
12. Ability to perform mathematical calculations and interpret account statements.
13. Ability to prepare and maintain detailed and concise written records and prepare and present reports.
14. Ability to assign, monitor, train and evaluate the work of others.
15. Ability to organize and prioritize work activities within required timelines.
16. Ability to conduct interviews, interpret court orders, explain laws and procedures, and obtain cooperation in difficult situations to facilitate the compliance of all parties.
17. Ability to conduct research and investigative work, secure, document, and analyze information, and make recommendations based upon this research.
18. Ability to work independently and exercise discretion and judgment.
19. Ability to work with a high degree of accuracy and timeliness in a high-volume environment.
20. Ability to communicate effectively with parents by telephone, through correspondence, and personal contact.
21. Ability to locate, update and process information within a statewide computer database system and numerous electronic, intergovernmental programs.
22. Ability to answer inquiries from attorneys, private agencies, employers, and public officials regarding the laws, policies and regulations governing the collection of financial and health insurance support for children and intergovernmental cases.
23. Ability to establish and maintain effective working relationships with county departments, other counties, other states, other countries, State Bureau of Child Support, employers, attorneys, Children First Program, W-2 Agency, other private and public sector entities and agencies, and the general public.
24. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.
25. Ability to participate in and/or lead workgroups.
26. Ability to conduct comprehensive training needs and assessments of new and existing staff.
27. Ability to communicate effectively, both verbally and in writing, and to make presentations to groups for educational purposes.

Training and Experience

1. High School Diploma or GED.
2. Three years of work experience in a Child Support Program, Economic Support Program, or similar function.
3. Post high school education from a recognized college or university in business, accounting or closely related field may substitute for the work experience requirement on a year-for-year basis.