

COORDINATOR OF CHILD SUPPORT SERVICES

GENERAL STATEMENT OF DUTIES: Coordinates and supervises the activities of a social service agency child support enforcement program; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: This is a managerial position involving responsibility for coordinating child support enforcement activities whether performed entirely within a local social service department or by other governmental agencies or private contractors. Depending upon the organization structure of the agency, the duties may involve both coordinating and directly supervising such functions as investigations, financial record keeping, collections and court actions. General administrative direction is received from the Commissioner or Deputy Commissioner of Social Services with wide leeway allowed for carrying out specific details of the program.

EXAMPLES OF WORK: (Illustrative only)

- Develops policy and procedures for implementing State and Federal regulations regarding child support enforcement;
- Oversees the support investigation and parent locator functions of a social service district;
- Coordinates with the State the collection and accounting of child support monies received in a social service district;
- Establishes and maintains a close working relationship with the family court, the county attorney, the district attorney and other law enforcement officials;
- Represents the local district in court proceedings involving support;
- Establishes and maintains liaison with various units in the local social service district for prompt exchange of case information;
- Acts as a correspondence and liaison with the State Office of Child Support.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES: Good knowledge of Federal, State and local social welfare laws, rules and procedures particularly as they relate to establishment of paternity and enforcement and collection of financial support for dependent children; good administrative ability as required in planning and coordinating the work of social services units performing diverse functions; ability to establish and maintain cooperative relations with the public and other governmental and private agencies; ability to prepare reports; tact and courtesy; physical condition commensurate with the demands of the position.

ACCEPTABLE TRAINING AND EXPERIENCE:

PROMOTION: Graduation from a regionally accredited or a New York State registered college with a Bachelor's Degree in Business Administration, Human Services, or a related field and three years of permanent competitive class status in the title of Support Investigator.

OPEN COMPETITIVE: Graduation from a regionally accredited or a New York State registered college with a Bachelor's Degree in Business Administration, Human Services, or a related field, AND

EITHER-

- (A) Three years of progressively responsible experience in one (1) of the following areas: (1) Investigative or collection work involving public contact; OR (2) Social Welfare Examiner or related work involving the examining, evaluating, or investigation of claims for assistance; OR (3) Paralegal work involving preparation of petitions or contact with local courts

Or (B) Three years of progressively responsible investigative experience related to either financial, criminal, insurance or private civil matters;

Or (C) An equivalent combination of training and experience as stated in (A) or (B).

Competitive Class

Revised 04/29/2008 Personnel Officer

Revised 04/15/2014 PO

Revised 8/8/2019 PO – title change only