

# Child Support Enforcement Director

Dept: Child Support Enforcement

FLSA Status: Exempt

## General Definition of Work

Performs difficult administrative work supervising the activities of a child support program, and related work as apparent or assigned. Work is performed under the general direction of the County Manager. Departmental supervision is exercised over all personnel within the department.

## 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 an individual with disabilities to perform the essential functions.*

## Essential Functions

- Supervises assignments of child support staff; sets priorities, assigns and adjusts caseloads as necessary.
- Reviews and oversees employee files ensuring policies and procedure guidelines are being followed.
- Evaluates services provided by the program.
- Oversees and directs courtroom attendance from child support staff.
- Hires new personnel.
- Acts as a resource for staff considering new or difficult cases.
- Coordinates activities between clerks of court, judges, agency attorney and law enforcement personnel.
- Addresses inquiries from citizens, clients, legal or law enforcement personnel.
- Administers and completes payroll documents for supervised staff.
- Manages the department budget.
- Abides by, enforces and participates in the implementation and ongoing oversight of Randolph County Government safety standards and regulations.

## Knowledge, Skills and Abilities

Thorough knowledge of child support programs, practices and procedures; thorough knowledge of the principles, methods and practices of public social assistance; general knowledge of supervisory principles and practices; thorough knowledge of forms, documents and procedures in determining eligibility; ability to analyze facts and to exercise sound judgment in arriving at conclusions; ability to delegate authority and to plan, train and supervise technical work; ability to prepare clear and concise reports; ability to communicate ideas effectively, both orally and in writing; ability to establish and maintain effective working relationships with clients, co-workers, staff and the general public.

## Education and Experience

Bachelor's degree and three to five years experience working as a child support agent, or equivalent combination of education and experience.

## Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires reaching with hands and arms and pushing or pulling and occasionally requires standing, walking, stooping, kneeling, crouching or crawling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is

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required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment 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

None.

## Competencies

**Leading with Integrity:** Exhibits ethical and moral behavior in everyday business conduct; Earns trust of others by; disclosing information and admitting mistakes; Recognizes and resolves ethical questions; Ensures organizational ethics are widely understood; Encourages open discussion of ethical issues; Creates an environment that rewards ethical behavior

**Negotiation Skills:** Clarifies interests and positions of all parties; Adjusts tactics to achieve desired results; Manages conflict, manipulation, and strong emotions; Develops alternative options for mutual gain; Builds consensus through give and take

**Managing Customer Focus:** Promotes customer focus; Establishes customer service standards; Provides training in customer service delivery; Monitors customer satisfaction; Develops new approaches to meeting customer needs

**Quality Management:** Fosters quality focus in others; Sets clear quality requirements; Measures key outcomes; Solicits and applies customer feedback; Improves processes, products, and services

**Team Leadership:** Fosters team cooperation; Defines team roles and responsibilities; Supports group problem solving; Ensures progress toward goals; Acknowledges team accomplishments

**Change Management:** Develops workable implementation plans; Communicates change effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results

**Managing People:** Defines responsibilities and expectations; Includes subordinates in planning; Takes responsibility for subordinates' activities; Makes self available to subordinates; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Sets goals and objectives; Motivates for increased results; Recognizes contributions of others

**Visionary Leadership:** Creates a clear, compelling vision; Communicates vision and gains commitment; Acts in accordance with vision; Displays passion and optimism; Mobilizes others to fulfill the vision

**Financial Responsibility:** Understands financial targets and budget goals; Incorporates financial analysis into strategic decisions; Implements operating budget flexibility to address changing priorities; Creates sound business cases to support expenditures; Promotes conservation of organizational resources

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I have read and understand my job responsibilities as outlined in this job description and will abide by and follow these duties.

\_\_\_\_\_  
Employee Name (Printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Manager Name (Printed)

\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date