

**ASSISTANT DIRECTOR CHILD SUPPORT SERVICES AGENCY**

DEFINITION

Under administrative direction, to assist in planning, organizing and directing the County Child Support Services Department; to act for the director in the director's absence; to manage assigned department units through subordinate supervisors; and to perform other duties as required.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Child Support Services Agency. Exercise direct supervision over professional, technical and clerical staff.

EXAMPLES OF DUTIES -- Duties may include, but are not limited to, the following:

Assists the director in developing program policies and operational procedures.

Manages the work of assigned department units through subordinate supervisors.

Analyzes and interprets existing and proposed legislation, regulations and state policies and directives to determine their impact on departmental operations.

Establishes performance standards and training programs.

Formulates long-range strategic plans to increase the efficiency and cost effectiveness of providing child support services in the county.

Acts for the director in the absence of the regular incumbent and represents the director before the Board of Supervisors and at state and regional child support conferences and meetings.

As assigned by the director, represents the department as liaison to the public, media and other county departments.

Participates with the director in the selection of supervisory and management staff.

Manages assigned units in the department through subordinate supervisors.

Oversees the development and implementation of procedures, quality control standards, staff selection and development, and budget preparation and control of assigned units.

May perform duties associated with the Ombudsperson, Community Outreach, and Program Improvement functions.

QUALIFICATIONS:

Knowledge of:

Principles of public administration.

Principles of strategic planning.

Principles of personnel and budget management.

Federal and California laws and regulations pertaining to child support.

Issues in the management of child support programs.

California local government organization and state/local government relations.

Legal terminology and document processing as they relate to child support enforcement.

Ability to:

Effectively participate in the development of departmental policies and in the development of procedures to implement department policy.

Plan, organize, assign and review work through subordinate supervisors.

Apply and explain federal and California child support law and regulations in complex situations.

Independently analyze workflow, employee performance and child support casework issues and take effective action.

Communicate with and explain technical information to individuals from a wide variety of educational and cultural backgrounds.

Maintain credibility and effective working relationships with local elected and appointed officials, state program officials, media and advocate representatives in the face of conflicting issues and perspectives.

Maintain confidentiality.

Establish and maintain effective working relationships.

EXPERIENCE AND TRAINING GUIDELINES:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of experience performing duties comparable to those of a Supervising Child Support Specialist. OR

Three years supervisory experience in a social services agency, which experience included responsibility for program, staff and budget management.

Substitution of experience for education: Additional qualifying experience may be substituted for the required education on a year for year basis totaling 5 years.

Training

Graduation from an accredited college with a Bachelor's Degree in Business, Public Administration or a closely related field.

LICENSE OR CERTIFICATE:

Possession of, or ability to obtain, an appropriate, valid California driver license.

Classification Code:	0171000
Bargaining Unit:	10
FLSA Status:	N
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	Refer to current "Class Range Sort List"