



CALHR
invites applications for the position of:

Child Support Assistant I/II/III

SALARY: \$15.49 - \$21.89 Hourly
DEPARTMENT: Glenn County Department of Child Support Services
OPENING DATE: 08/04/22
CLOSING DATE: 08/26/22 11:59 PM

POSITION INFORMATION:

SALARY INFORMATION:

Child Support Assistant I-\$15.49-\$18.84 Hourly

Child Support Assistant II-\$16.31-\$19.83 Hourly

Child Support Assistant III-\$18.01-\$21.89 Hourly

Applies Federal, State and local codes, procedures, and rules to assist Child Support Specialists in securing current and delinquent child support payments; and performs related work as required.

CHILD SUPPORT ASSISTANT I:

Working under close supervision, Child Support Assistant I is the entry/trainee level in the Child Support Assistant class series. Employees in this class receive in-service training, and are given detailed instructions in the performance of routine duties related to assisting Child Support Specialists in securing delinquent child support payments. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Child Support Assistant II after one year of satisfactory performance at the trainee level.

CHILD SUPPORT ASSISTANT II:

Working under general supervision, Child Support Assistant II is the journey level in the Child Support Assistant class series. Employees at this level are expected to use independent judgment to perform the full scope of duties, which emphasize general, routine interviewing and information gathering, but not the full responsibilities of a caseload. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Child Support Assistant I, or if filled from the outside, require prior related experience.

Child Support Assistant II differs from Child Support Assistant III in that the latter is the advanced journey level, and may provide lead direction to assigned staff. The Child Support Assistant series differs from the Child Support Specialist series in that the former assists Child Support Specialists in processing, preparing, and maintaining cases; while the Child Support Specialists perform the full range of case management activities.

CHILD SUPPORT ASSISTANT III:

Under limited supervision, the Child Support Assistant III leads, oversees, and participates in the more complex and difficult work of staff responsible for applying Federal, State and local codes, procedures, and rules to assist Child Support Specialists in securing current and delinquent child

support payments; may serve as a lead worker and provide training and work assignments to a group of Child Support Assistant staff; and performs related work as required.

Child Support Assistant III is the advanced journey level in the Child Support Assistant class series. Positions at this level differ from the lower level of Child Support Assistant I/II by the complexity and difficulty of the work performed. The Child Support Assistant III class may provide lead supervision and training to assigned staff. This classification does not carry the full responsibilities of a caseload.

EXAMPLES OF DUTIES:

Duties for Child Support Assistants I/II/III may include, but are not limited to, the following.

For Child Support Assistant I, duties are performed at the trainee level:

- Assists Child Support Specialists in processing cases and preparing cases for court action according to established routine and procedures.
- Operates and uses an automated system to input and extract information and generate reports and documents.
- Develops, organizes and distributes documents for child support cases.
- Establishes and maintains child support files.
- Interviews individuals to obtain pertinent information related to child support cases.
- Responds to general inquiries from the public.
- Contacts and retrieves relevant information from other jurisdictions.
- Processes and distributes incoming correspondence, redirecting complex mail and/or transactions to other staff.
- Assists with the location of parents and the establishment of parent's support capability.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

- Basic arithmetic.
- English usage, grammar and spelling.
- Use of computer terminals and basic data input and retrieval mechanisms.
- Good public relations techniques.

Ability to:

- Perform basic arithmetic calculations.
- Exercise tact, diplomacy, and flexibility.
- Understand and follow written and oral instructions.
- Maintain accurate records and files.
- Operate computer equipment.
- Work with computer databases and programs common to child support enforcement activities.
- Read, interpret and apply policies, procedures and regulations.
- Maintain confidentiality.
- Establish and maintain effective working relationships.

MINIMUM QUALIFICATIONS:

Child Support Assistant I

One (1) year of full-time general clerical experience.

Child Support Assistant II

One (1) year of full-time experience performing duties comparable to a Child Support Assistant I in a state or local government agency.

Child Support Assistant III

One (1) year of full-time experience performing duties of a Child Support Assistant II in a state or local government agency.

SUPPLEMENTAL INFORMATION:**ADDITIONAL INFORMATION**

- The ability to speak, read, and write Spanish in addition to English would be an asset in this position, but is not required. Applicants for English/Spanish bilingual designated positions must take and pass the bilingual proficiency examination administered by CalHR.
- A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Position may require pre-employment drug testing, physical examination, and fingerprinting for a background investigation.
- Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. A background check may be required if the position requires access to these types of records. Background requirements consist of three components which include, fingerprinting, citizenship verification and local law enforcement checks. State agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous background investigation for each employee that has access to federal tax information.

Benefit Information Can Be Found Here:

https://www.countyofglenn.net/sites/default/files/Personnel/MOU/GCPERL%2014-GU%20Sum%20of%20Benefits%2020110701_0.pdf

VETERANS PREFERENCE

If you would like to request Veteran's preference points as part of the application packet, please attach a copy of your DD-214 to your application.

EXAMINATION INFORMATION

If supplemental questions are included as a part of this job bulletin, applicants may be rated based upon their responses to the supplemental questions. If rated, only those that are determined to be highly qualified will be invited to participate in the next step of the selection process.

SPECIAL TESTING ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CalHR at mssprogram@calhr.ca.gov or 310-926-3193 upon notification that your application has been approved. Documentation from medical, military, school, or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

ABOUT GLENN COUNTY

Glenn County is located in the United States about halfway between Sacramento and Redding in Northern California. Glenn County is primarily an agricultural community with mountains on the west, the Interstate 5 corridor taking you through rich farmland, and the Sacramento River bounding the east side of the County. With over 1,188 farms, agriculture remains the primary source of Glenn County's economy. Major commodities include rice, almonds, milk products, prunes and livestock. Glenn County was incorporated on March 5, 1891. The County seat, Willows, was created March 11, 1891. Glenn County was developed out of the northern portion of Colusa County and was named for Dr. Hugh J. Glenn, who was the largest wheat farmer in the state during his lifetime, and a man of great prominence in political and commercial life in California. Glenn County has a population of 28,122.

APPLICATIONS MAY BE FILED ONLINE AT:
<https://www.governmentjobs.com/careers/mss>

Position #MSS02898
CHILD SUPPORT ASSISTANT I/II/III
MW

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