

**MICHIGAN CIVIL SERVICE COMMISSION**  
**JOB SPECIFICATION**

**CHILD SUPPORT SPECIALIST**

**JOB DESCRIPTION**

Employees in this job complete and oversee a variety of professional assignments to establish paternity, locate absent parents, and secure child support.

**Position Code Title - Child Support Specialist-E**

Child Support Specialist 9

This is the entry level. The employee performs a range of professional Child Support Specialist assignments while learning the methods of the work.

Child Support Specialist 10

This is the intermediate level. The employee performs an expanding range of professional Child Support Specialist assignments in a developing capacity.

Child Support Specialist P11

This is the experienced level. The employee performs a full range of professional Child Support Specialist assignments and uses independent judgment to make decisions in specific work situations.

**Position Code Title - Child Support Specialist-A**

Child Support Specialist 12

This is the advanced level. The employee functions as a lead worker overseeing the work of lower-level Child Support Specialists and performing experienced-level Child Support Specialist assignments; or as a senior worker performing the most complex assignments.

**NOTE:** Employees can progress to the experienced level based on satisfactory performance and possessing required experience.

**JOB DUTIES**

**NOTE:** Listed job duties are typical examples of work of positions in this classification. Not all duties assigned to every position are included, nor will all positions be assigned every duty. The general description of job duties does not authorize performance contrary to any state or federal licensing or certification requirements.

Receives referrals for child support services and determines appropriate actions to secure child support.

Locates absent parents through the development and use of a variety of resources.

Utilizes automated system to execute and document child support actions.

Conducts interviews to determine identity and location of absent parent or to establish paternity.

Advises clients of legal procedures to establish paternity and obtain child support.

Advises clients of their legal responsibilities to provide child support.

Evaluates client's level of cooperation and may recommend the placement of a sanction on an uncooperative client's Family Independence Program (FIP) grant.

Reviews information and determines which cases are to be referred to prosecuting attorneys or Friend of the Court for further action.

Serves as liaison to prosecuting attorneys, Friend of the Court, the public, and department personnel concerning child support procedures and resolving case problems.

Monitors case records and reports to notify Friend of the Court of any changes.

Prepares forms and reports indicating status of cases and actions required.

Testifies in court proceedings and departmental administrative hearings concerning status or facts about cases.

Responds to inquiries and complaints regarding child support processes and activities.

Resolves support distribution discrepancies.

Provides guidance and training to Assistance Payments Workers and other related personnel.

Performs related work and other tasks as assigned.

### **Additional Job Duties**

#### **Child Support Specialist 12 (Lead Worker)**

Assigns work to lower-level Child Support Specialists.

Instructs and trains in the proper work methods and processes.

Reviews job performance by observing and critiquing work techniques and completed assignments.

Prepares and maintains records related to the work.

#### **Child Support Specialist 12 (Senior Worker)**

Regularly performs the most complex and difficult assignments in the work area.

### **JOB QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

**NOTE:** Some knowledge is required at the entry level, developing knowledge is required at the intermediate level, considerable knowledge is required at the experienced level, and thorough knowledge is required at the advanced level.

Knowledge of the principles and practices of federal and state child support policies and financial assistance programs.

Knowledge of procedures and forms used to secure child support.

Knowledge of interviewing techniques and methods for obtaining and communicating information.

Ability to interpret and apply laws, rules, and regulations related to the work.

Ability to conduct investigative interviews.

Ability to prepare and maintain records related to the work.

Ability to analyze and evaluate information.

Ability to communicate effectively.

Ability to maintain favorable public relations.

#### **Additional Knowledge, Skills, and Abilities**

#### **Child Support Specialist 12 (Lead Worker)**

Ability to train and oversee the work of others.

Ability to prioritize, organize, and coordinate the work of the unit.

## **Working Conditions**

Some jobs require travel.

Some jobs require an employee to work in adversarial situations or in a hostile environment.

## **Physical Requirements**

*None*

## **Education**

Possession of a bachelor's degree with at least 30 semester (45 term) credits in one or a combination of the following human service areas: social welfare, social work, sociology, psychology, family ecology, family life education, community services, family and child development, guidance and counseling, criminal justice, gerontology, special education, or education of individuals with exceptionalities.

## **Experience**

### **Child Support Specialist 9**

No specific type or amount is required.

### **Child Support Specialist 10**

One year of professional experience involving child support collection actions equivalent to a Child Support Specialist 9.

### **Child Support Specialist P11**

Two years of professional experience involving child support collection actions equivalent to a Child Support Specialist, including one year equivalent to a Child Support Specialist 10.

### **Child Support Specialist 12**

Three years of professional experience involving child support collection actions equivalent to a Child Support Specialist, including one year equivalent to a Child Support Specialist P11.

## **Alternate Education and Experience**

### **Child Support Specialist 9**

Education level typically acquired through completion of high school and two years of experience equivalent to a Departmental Technician E9 in the Title IV-D child support program (including Friend of the Court, Prosecuting Attorney's Office, and the State Disbursement Unit) may be substituted for the education requirement.

OR

Possession of a bachelor's degree in any major and at least one year of professional case management experience in the Title IV-D child support program (including Friend of the Court, Prosecuting Attorney's Office, and the State Disbursement Unit) may be substituted for the education requirement.

OR

Six years of experience as an Assistance Payment Worker may be substituted for the education requirement.

### Child Support Specialist 10

Possession of a bachelor's degree in any major and at least two years of professional case management experience in the Title IV-D child support program (including Friend of the Court, Prosecuting Attorney's Office, and the State Disbursement Unit) may be substituted for the education and experience requirements.

### Child Support Specialist P11

Possession of a bachelor's degree in any major and at least three years of professional case management experience in the Title IV-D child support program (including Friend of the Court, Prosecuting Attorney's Office, and the State Disbursement Unit) may be substituted for the education and experience requirements.

### Child Support Specialist 12

Possession of a bachelor's degree in any major and at least four years of professional case management experience in the Title IV-D child support program (including Friend of the Court, Prosecuting Attorney's Office, and the State Disbursement Unit) may be substituted for the education and experience requirements.

**NOTE:** Civil Service can individually evaluate equivalent combinations of education and experience providing required knowledge, skills, and abilities to qualify.

### **Special Requirements, Licenses, and Certifications**

See individual position descriptions.

### **JOB CODE, POSITION TITLES AND CODES, AND COMPENSATION INFORMATION**

#### **Job Code**

CHISUPSPL

#### **Job Code Description**

CHILD SUPPORT SPECIALIST

#### **Position Title**

Child Support Specialist-E

Child Support Specialist-A

#### **Position Code**

CHISPSPE

CHISPSPA

#### **Pay Schedule**

A02-012

A02-021

JZ

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