

MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION

CHILD SUPPORT MANAGER

JOB DESCRIPTION

Employees in this job direct Child Support Specialists or others to establish paternity, locate absent parents, and secure child support.

The information provided under each position code title represents a general description of the classification concept. To determine the appropriate level of the manager position, application of the Professional Managerial Position Evaluation System is required.

Position Code Title - Child Support Manager-2

Child Support Manager 13

The employee functions as a first-line professional manager of professional positions in a standard work area, a first-line professional manager of a professional position in a complex work area, a first-line professional manager of nonprofessional positions in a complex work area, a first-line manager of a professional position in a standard work area receiving executive direction, or a first-line professional manager of non-professional positions in a standard work area receiving executive direction.

Position Code Title - Child Support Manager-3

Child Support Manager 14

The employee functions as a first-line professional manager of professional positions in a complex work area, a first-line professional manager of professional positions in a standard work area receiving executive direction, a second-line professional manager of professional positions in a standard work area, a first-line manager of a professional position in a complex work area receiving executive direction, or a first-line professional manager of nonprofessional positions in a complex work area receiving executive direction.

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.

Selects and assigns staff, ensuring equal employment opportunity in hiring and promotion.

Coordinates activities by scheduling work assignments, setting priorities, and directing the work of subordinate employees.

Evaluates and verifies employee performance through the review of completed work assignments.

Identifies staff development and training needs and ensures that training is obtained.

Ensures proper labor relations and conditions of employment are maintained.

Maintains records, prepares reports, and composes correspondence related to the work.

Negotiates and monitors the Legal Support contract with the county prosecuting attorney and Friend of the Court offices.

Represents the Office of Child Support through contacts with outside agencies.

Serves as a liaison with staff and management regarding child support procedures.

Responds to inquiries and complaints regarding child support procedures.

Meets regularly with prosecuting attorney and Friend of the Court staff to review and resolve case problems.

Reviews and evaluates cases for accuracy according to federal regulations and other applicable law.

Resolves support distribution discrepancies.

Reviews, analyzes, and resolves complex cases.

Reviews proposed Office of Child Support policy, prepares and submits written recommendations for additions, deletions, and/or changes.

Designs and conducts studies and projects.

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

May perform any task assigned to subordinate staff, consistent with any licensing or certification requirements.

Performs related work and other tasks as assigned.

JOB QUALIFICATIONS

Knowledge, Skills, and Abilities

NOTE: Thorough knowledge is required at the 13 level and extensive knowledge is required at the 14 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.

Knowledge of social services programs.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Knowledge of labor relations.

Knowledge of equal employment opportunity policy and practices.

Ability to negotiate contracts and other agreements.

Ability to coordinate and cooperate with other branches of government and political entities.

Ability to interpret laws, rules, and regulations

Ability to instruct, direct, and evaluate employees.

Ability to prepare and maintain records related to the work.

Ability to analyze and evaluate information.

Ability to communicate effectively.

Working Conditions

Some jobs require travel.

Some jobs require an employee to work in adversarial situations or a hostile work 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 Manager 13

Four years of professional experience performing child support activities equivalent to a Child Support Specialist, including two years equivalent to a Child Support Specialist P11 or one year equivalent to a Child Support Specialist 12.

Child Support Manager 14

Five years of professional experience performing child support activities, including one year equivalent to a Child Support Manager 13.

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

CHISUPMGR

Job Code Description

CHILD SUPPORT MANAGER

Position Title

Child Support Manager-2

Child Support Manager-3

Position Code

CHSPMGR2

CHSPMGR3

Pay Schedule

NERE-140

NERE-143

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05/26/2024