

**MICHIGAN CIVIL SERVICE COMMISSION
JOB SPECIFICATION**

CHILD SUPPORT MANAGER

JOB DESCRIPTION

Employees in this job direct the activities of professional Child Support Specialists involved in activities designed to establish paternity, locate absent parents, and secure child support. The employee, under general supervision, works within general methods and procedures and exercises considerable independent judgment to adapt and apply the guidelines to specific situations as needed. The work requires knowledge of the policies, procedures, and regulations of child support work, and supervisory techniques, personnel policies, and procedures.

There are two classifications in this job. 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: The job duties listed are typical examples of the work performed by positions in this job classification. Not all duties assigned to every position are included, nor is it expected that all positions will be assigned every duty.

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 and work techniques.

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 relative to the work.

Negotiates the Legal Support contract with the county Prosecuting Attorney and Friend of the Court offices and monitors the services provided under the contract to ensure adherence to the contractual agreement.

Represents the Office of Child Support through contacts with outside agencies such as county controllers, financial officers, county boards of commissioners, members of the judiciary, attorneys, social service boards, hospitals, school districts, etc.

Serves as a liaison with staff and management concerning procedures, review techniques, and problem areas.

Responds to inquiries and complaints from the general public, child support enforcement agencies outside state government, and others regarding child support processes and activities.

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.

Resolves rebate and other 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.

Participates in discussions regarding new and proposed legislation affecting child support.

Designs and conducts studies and projects in assigned district.

Reviews documentation and testifies in court proceedings and departmental administrative hearings concerning status or facts about cases.

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

Performs related work 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 federal and departmental 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 equal employment practices.

Knowledge of training and supervisory techniques.

Knowledge of employee policies and procedures.

Ability to instruct, direct, and evaluate employees.

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 conduct investigations.

Ability to maintain records, prepare reports, and conduct correspondence.

Ability to analyze and evaluate a variety of information.

Ability to effectively communicate with others, both verbally and in writing.

Working Conditions

Employees may be assigned responsibilities for a single county or multiple counties.

Some jobs require travel.

Some jobs require an employee to work in adversarial situations.

Some jobs require an employee to work 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, education of the emotionally disturbed, or education of the gifted.

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.

Special Requirements, Licenses, and Certifications

None

NOTE: Equivalent combinations of education and experience that provide the required knowledge, skills, and abilities will be evaluated on an individual basis.

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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