

**NOTICE OF PROPOSED CLASSIFICATION ACTIONS BY
THE HUMAN RESOURCES DIRECTOR**

The following actions are being posted in accordance with Rule 109. In the absence of requests to meet addressed to the Human Resources Director, the proposed changes will become final seven (7) calendar days from the posting date.

Posting No: 27
Fiscal Year: 2009/2010
Posted Date: January 20, 2010

AMEND THE FOLLOWING JOB SPECIFICATION(S):
(Draft job specifications attached.)

Item #	DEPT/ DIVISION	Class/Title
1	HRD	8157 Child Support Officer I
Item #	DEPT/ DIVISION	Class/Title
2	HRD	8158 Child Support Officer II
Item #	DEPT/ DIVISION	Class/Title
3	HRD	8159 Child Support Officer III

For additional information regarding the above proposed action, please contact Cathy Abela at (415) 557-4933 or email her at Cathy.Abela@sfgov.org.

Requests to meet on an item should be addressed to the Human Resources Director, 1 South Van Ness, 4th Floor, San Francisco, CA 94103. All requests must be received in writing no later than close of business seven (7) calendar days from the posting date. FAX'd copies will be accepted as timely with original to follow. Copies of this notice may be obtained from the Information Center, 1 South Van Ness, 4th Floor or from DHR's website at:

<http://www.sfdhr.org/index.aspx?page=109>

cc: All Employee Organizations
All Departmental Personnel Officers
Anita Sanchez, CSC
Harvey Rose, Budget Analyst
Christina Fong, DHR
Carmela Villasica, DHR
Linda Cosico, DHR
RAS Team Leader(s)
DHR Support Services
Martin Gran, DHR
Steve Ponder, DHR
Cathy Abela, DHR
Clare Leung, MTA
File

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Child Support Officer I
Job Code: 8157**

INTRODUCTION

Under immediate supervision and in capacity of a trainee, learns and performs child support officer duties; interviews applicants to establish child support cases; processes child support payments; establishes parentage and/or enforceable support obligations; locates absent parents; monitors payment performance and initiates appropriate legal action to collect arrearages; interprets and applies family support laws; and performs related duties as required

DISTINGUISHING FEATURES

This is the trainee level in the Child Support Officer series. Incumbents are expected to learn child support enforcement duties within one year (2080 hours) and progress to the journey level of 8158 Child Support Officer. Incumbents in the latter job code function more independently and perform the full range of child support duties.

SUPERVISION EXERCISED: None

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Conducts interviews by phone or in person with custodial and non-custodial parents, relatives, attorneys and other interested individuals to gather necessary information to verify facts, establish the child support case, explain procedures for child support processing, and keep accurate information.
2. Processes child support payments, establishes parentage and/or enforceable support obligations consistent with the California Child Support Guidelines; locates absent parents, and performs other child support enforcement activities to compel compliance with court orders; and ensures that information is entered accurately in the case record.
3. Monitors and evaluates payment performance by reviewing payment records and verifying payment history with the custodial parent, in accordance with state directives, and initiates appropriate legal action if collection of arrearages is needed.
4. Reviews documents for compliance with statutes, court decisions and other legal authorities; recommends appropriate corrective action; and prepares various correspondence. Attends meeting, conferences, seminars and training as assigned
5. Assists attorneys by performing a variety of paralegal and investigative tasks, such as case preparation; initiates fraud referrals and recommends case closure following specific guidelines.
6. Creates and maintains child support files according to State and Federal regulations and established procedures; updates records and filing systems to ensure that accurate data is kept on assigned child support cases.
7. Performs related duties and responsibilities as assigned.

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**Title: Child Support Officer I
Job Code: 8157**

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: child support case processing techniques, interviewing techniques, basic legal processing, filing systems and basic math.

Ability to: apply techniques and information related to child support case processing; operate a personal computer; communicate effectively both verbally and in writing with a wide variety of individuals; proofread records and documents; and interact effectively and courteously with staff and the public.

MINIMUM QUALIFICATIONS

These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class. Although these minimum qualifications are typical of the class, additional minimum qualifications and special conditions may apply to a particular position and will be stated on the job announcement.

Education: Possession of a baccalaureate degree from an accredited college or university ~~with major coursework in public administration, business administration, accounting, finance, economics, social sciences, psychology, education, or closely related field;~~ OR

Substitution: Professional administrative experience in the functional areas of financial underwriting, insurance adjusting, credit research, collections, eligibility determination for welfare, or other related operations area involving substantial contact with clients in a legal/paralegal environment may be substituted for the required education on a year-for-year basis (30 semester units/45 quarter units equals one (1) year of experience).

LICENSE AND CERTIFICATION

PROMOTIVE LINES

ORIGINATION DATE: 8/2/76

AMENDED DATE: 9/18/89, AMENDED AND RETITLED: 5/21/01, 1/20/10

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

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**Title: Child Support Officer I
Job Code: 8157**

BUSINESS UNIT(S): COMMN

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Child Support Officer II
Job Code: 8158**

INTRODUCTION

Under general supervision, performs the full range of child support officer duties; interviews applicants to establish child support cases; establishes parentage and/or enforceable support obligations; locates absent parents; monitors payment performance and initiates appropriate legal actions to collect arrearages; interprets and applies family support laws; appears at fair hearings or in court as a witness; and performs related duties as required. This is the journey level in the series. Incumbents perform journey level professional duties of child support enforcement.

DISTINGUISHING FEATURES

This is the journey level in the Child Support Officer series. It is distinguished from 8159 Child Support Officer III in that the latter performs more difficult and responsible tasks related to the child support program and functions as a first-line supervisor and/or technical specialist.

Supervision Exercised: None

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. Conducts interviews by phone or in person with custodial and non-custodial parents, relatives, attorneys and other interested individuals to gather necessary information to verify facts, establish the child support case, explain procedures for child support processing, and keep accurate information.
2. Establishes parentage and/or enforceable support obligations consistent with the California Child Support Guidelines; locates absent parents and performs other child support enforcement activities to compel compliance with court orders; and ensures that information is entered accurately in the case record.
3. Monitors and evaluates payment performance by reviewing payment records and verifying payment history with the custodial parent, in accordance with state directives, and initiates appropriate legal action if collection of arrearages is needed.
4. Reviews documents for compliance with statutes, court decisions and other legal authorities; recommends appropriate corrective action or program improvement plans; and prepares various correspondence. Attends meetings, conferences, seminars and training as assigned in various capacities, including as a participant or trainer.
5. Assists attorneys by performing a variety of paralegal and investigative tasks, such as case preparation; initiates fraud referrals and recommends case closure following specific guidelines; appears at fair hearings or in court as a witness.
6. Creates and maintains child support files according to State and Federal regulations and established procedures; updates records and filing systems to ensure that accurate data is kept on assigned child support cases.

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7. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: child support case processing techniques, interviewing techniques, basic legal processing, filing systems and basic math.

Ability to: apply techniques and information related to child support case processing; operate personal computers; communicate effectively both verbally and in writing with a wide variety of individuals; proofread records and documents; and interact effectively and courteously with staff and the public.

MINIMUM QUALIFICATIONS

These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class. Although these minimum qualifications are typical of the class, additional minimum qualifications and special conditions may apply to a particular position and will be stated on the job announcement.

Education: Possession of a baccalaureate degree from an accredited college or university ~~with major coursework in public administration, business administration, accounting, finance, economics, social sciences, psychology, education, or closely related field~~; OR

Substitution: Professional administrative experience in the functional areas of financial underwriting, insurance adjusting, credit research, collections, eligibility determination for welfare; or other related operations area involving substantial contact with clients in a legal/paralegal environment may be substituted for the required education on a year-for-year basis (30 semester units/45 quarter units equals one (1) year of experience); AND

Experience: Successful completion of one year (2080 hours) as an 8157 Child Support Officer I; OR two years of experience in establishing and enforcing child support obligations in any CASES/comparable automated child support system in another jurisdiction at a level equivalent to 8157 Child Support Officer I.

LICENSE AND CERTIFICATION

PROMOTIVE LINES

ORIGINATION DATE: 8/2/76

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Child Support Officer II
Job Code: 8158**

AMENDED DATE: AMENDED: 9/18/89; AMENDED AND RETITLED:
06/15/01, 1/20/10

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills
and abilities defined in the most recent job analysis
conducted for this job code.*

To accurately reflect changes necessitated by the
establishment of the new Department of Child Support
Services in accordance with the California Family Code
and applicable State and Federal regulations.

BUSINESS UNIT(S): COMMN

**CITY AND COUNTY OF SAN FRANCISCO
DEPARTMENT OF HUMAN RESOURCES**

**Title: Child Support Officer III
Job Code: 8159**

INTRODUCTION

Under direction, may supervise the work of a unit engaged in child support enforcement program activities, and/or may perform technical or specialized child support enforcement duties involving the Department, the public and other government and non-governmental entities; trains staff based on department needs; advises and assists staff with difficult and complex technical problems; acts as a liaison or technical resource for the Department; advises on appropriate steps to establish parentage and/or child support obligations and collect support arrearages; approves final release of professional or other licenses held through the State license match program; conducts audits of case records to ensure adherence to Title IV-D and applicable child support laws and regulations; designs, formats and implements new forms and creates complex reports; appears at fair hearings or in court as a witness; makes recommendations on the interpretation and publication of policies and procedures; meets with staff, subcontractors, vendors or other counties for information sharing; and performs related duties as required.

DISTINGUISHING FEATURES

Incumbents in this job code function as first-line supervisors and/or as technical specialists assisting with the operational aspect of child support enforcement. This job code is distinguished from the 8160 Assistant Chief job code in that the latter supervises child support operations or program activities performed by several child support operational teams or separate functional areas.

SUPERVISION EXERCISED: Supervises and/or provides technical direction to subordinate Child Support Officers and clerical support staff.

MAJOR, IMPORTANT, AND ESSENTIAL DUTIES

According to Civil Service Commission Rule 109, the duties specified below are representative of the range of duties assigned to this job code/class and are not intended to be an inclusive list.

1. May supervise the work of a unit or team assigned to activities in connection with the operation and administration of child support programs.
2. May perform technical or specialized duties involving the Department, the public and other government and non-governmental entities in connection with the operation and administration of child support programs.
3. Trains child support staff, both on a one-on-one basis and through the development of specified training plans in accordance with state directives; advises and assists staff with difficult and complex technical problems.
4. Acts as a liaison or resource between the department and other legal or social agencies; may make public presentations regarding child support programs, and complaint resolution; appears at fair hearings or in court as a witness; attends conferences, seminars and training as assigned.
5. Advises on appropriate steps to establish parentage and/or support obligations and collect on arrearages; approves final release of professional or other licenses held to

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require compliance with child support obligations; recommends case closure following specific guidelines.

6. Conducts audits and performance reviews of case records to ensure adherence to Title IV-D and applicable laws, regulations and directives.
7. Designs, formats and implements automated child support procedures and new forms and creates complex reports to streamline the collection and enforcement of child support.
8. May assist in interviews by phone or in person with custodial and non-custodial parents, relatives, attorneys and other interested individuals to gather necessary information to verify facts, explain procedures for child support processing, and keep accurate information.
9. Makes recommendations and proposes updates on policy and procedures to ensure compliance with Title IV-D and applicable laws, regulations and directives.
10. Meets with staff, subcontractors, vendors or other counties to complete projects and initiate service requests. Researches requests for information to ascertain best method of compiling information.
11. Provides technical assistance related to basic child support operations and assists staff in their understanding of automated procedures.
12. Assists in the research, planning, implementation and testing of automated systems.
13. Performs specialized customer service functions including designing, maintaining and conducting complaint resolution, acting as an ombudsperson and performing outreach functions.
14. Performs related duties and responsibilities as assigned.

IMPORTANT AND ESSENTIAL KNOWLEDGES, SKILLS, AND ABILITIES

Knowledge of: child support case processing; principles of organization and management; case management techniques; application of computer science; basic legal processing; basic knowledge of training needs assessment; principles of human motivation and behavior; interviewing techniques; and legal research methods and techniques.

Ability to: apply techniques and information related to child support processing; operate a personal computer and automated casework systems; train staff and assess departmental training needs; communicate effectively both verbally and in writing with a wide variety of individuals; proofread records and documents; plan, supervise, and review the work of subordinates; and interact effectively and courteously with staff and the public.

MINIMUM QUALIFICATIONS

These minimum qualifications are to be used as a guide for establishing the education, training, experience, special skills and/or license which may be required for employment in the class. Although these minimum qualifications are typical of the class, additional minimum qualifications

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and special conditions may apply to a particular position and will be stated on the job announcement.

Education: Possession of a baccalaureate degree from an accredited college or university ~~with major coursework in public administration, business administration, accounting, finance, economics, social sciences, psychology, education, or closely related field;~~ OR

Substitution: Professional administrative experience in the functional areas of financial underwriting, insurance adjusting, credit research, collections, eligibility determination for welfare; or other related operations area involving substantial contact with clients in a legal environment may be substituted for the required education on a year-for-year basis (30 semester units/45 quarter units equals one (1) year of experience); AND

Experience: Three years of verified experience in establishing and enforcing child support obligations in any CASES/comparable child support system, including two years performing child support duties equivalent to those performed by an 8158 Child Support Officer II in the City and County of San Francisco.

LICENSE AND CERTIFICATION

PROMOTIVE LINES

ORIGINATION DATE: 8/2/76

AMENDED DATE: 9/18/89, AMENDED AND RETITLED: 5/21/01, 1/20/10

REASON FOR AMENDMENT *To accurately reflect the current tasks, knowledge, skills and abilities defined in the most recent job analysis conducted for this job code.*

BUSINESS UNIT(S): COMMN