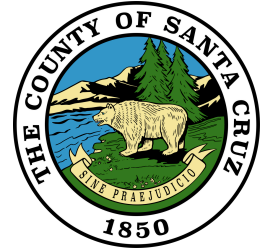


# COUNTY OF SANTA CRUZ

---

## DIRECTOR OF CHILD SUPPORT SERVICES



Salary: \$174,907 – 234,354 Annually\*

Final Filing Date: Friday, September 27, 2024

To apply, go directly to: [www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com)



### COUNTY EQUITY STATEMENT

*EQUITY IN ACTION IN SANTA CRUZ COUNTY IS A TRANSFORMATIVE PROCESS THAT EMBRACES INDIVIDUALS OF EVERY STATUS, PROVIDING UNWAVERING SUPPORT, DIGNITY, AND COMPASSION. THROUGH THIS COMMITMENT, THE COUNTY ENSURES INTENTIONAL OPPORTUNITIES AND ACCESS, FOSTERING AN ENVIRONMENT WHERE EVERYONE CAN THRIVE AND BELONG.*

---

## ABOUT THE POSITION

The County of Santa Cruz is seeking a Director of the Santa Cruz/San Benito County Regional Department of Child Support Services (DCSS). This position is responsible for the administration and management of departmental programs and activities, facilities operations, personnel, and coordinates community collaboration.

The Director of the DCSS directs and manages a complex two-County organization, sets departmental goals, and provides direction on long-term planning. The Director manages an annual budget of \$6.8 million and oversees personnel issues for 64 employees at the County of Santa Cruz and an annual budget of \$1.86 million and 19 employees at San Benito County. Please note that this position is currently a Civil Service position and is pending transition to at-will status.



## THE IDEAL CANDIDATE

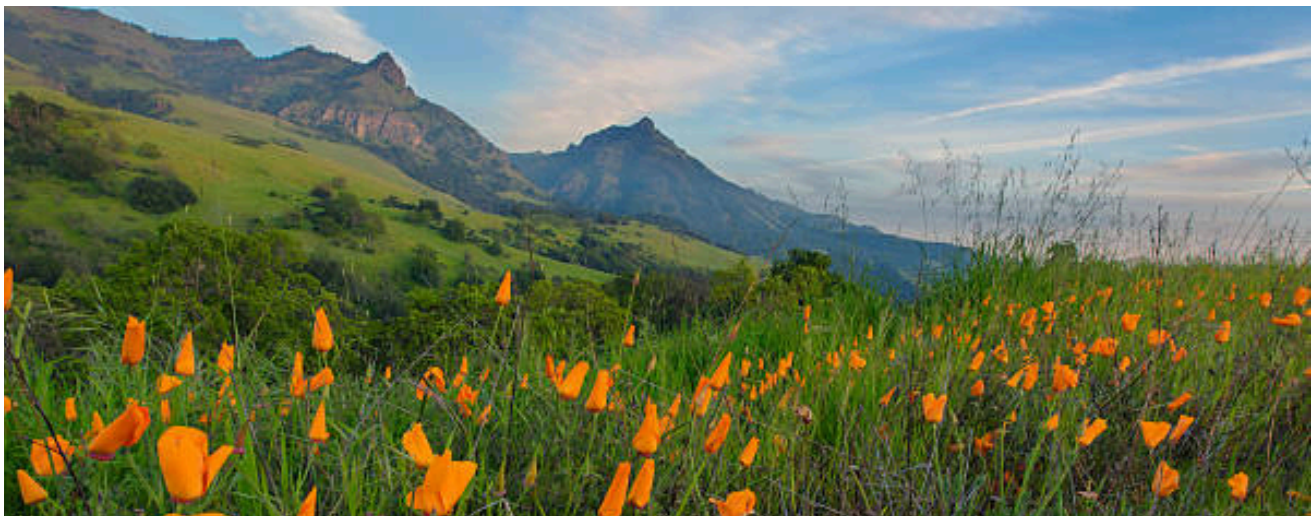
- Ability to analyze complex problems and identify effective solutions.
- Knowledge of federal, state and local laws and regulations related to child support, and ability to interpret and implement new laws and regulations.
- Experience with advocacy groups, commissions, courts and governmental organizations with diverse interests.
- Effective, clear communicator and presenter.
- Adaptable leader who excels at both strategic delegation and hands-on problem-solving.
- Outstanding leadership skills and experience managing diverse projects and programs.
- Ability to inspire, motivate and empower staff to achieve established goals.
- Lead by example and exhibit resiliency, flexibility and confidence.
- Experience with strategic and operational planning, budgeting, performance management, and process improvement.

---

## THE COUNTIES

Santa Cruz County has approximately 268,000 residents and is situated in the northern area of Monterey Bay, 70 miles south of San Francisco and 35 miles southwest of the Silicon Valley. The County's natural beauty is apparent in its pristine beaches, lush redwood forests, and rich farmland. It has an ideal Mediterranean climate with low humidity and 300 days of sunshine a year. Its unique shops and restaurants, coupled with a multitude of cultural and recreational activities, including theatre, music, art as well as golfing, surfing, hiking, and biking, offer a wealth of leisure activities. Higher education includes Cabrillo College and the University of California, Santa Cruz, with two additional State Universities less than an hour's drive away. These elements of high-quality living make Santa Cruz County one of California's most desirable living areas. LIVE Here, WORK Here, and PLAY Here!

San Benito County has approximately 62,808 residents and is located in California's Central Coast region, 130 miles south of San Francisco and about 45 miles from Santa Cruz. San Benito maintains a rural feel while offering a strong sense of community and historic charm in the County's two incorporated cities and three unincorporated towns. Cool ocean air regulates the County's temperature resulting in warm summers and mild winters perfect for enjoying the many outdoor pursuits available in the area. The County's emerging wine country offers highly acclaimed and award-winning wines set among the scenic landscape of the area. Home to mission San Juan Bautista, the County also offers the enjoyment of an array of outdoor recreational activities, Agri-tourism, public library, museums, art festivals and galleries. The ideal proximity situated between the Silicon Valley and Monterey Bay provides easy access to the numerous amenities of the big city, while still offering an idyllic and scenic setting with affordable housing and a quality lifestyle.



---

## SUMMARY OF QUALIFICATIONS

Equivalent to graduation from college with completion of the core courses for a degree in Business Administration, Public Administration or related fields, and three years of professional management or administrative experience operating a mandated revenue collection program, Child Support Program, or closely related Social Service Program.

### Special Requirements:

Possession of a valid California Class C driver license or the ability to provide suitable transportation approved by the appointing authority. Ability to pass a background investigation, including fingerprinting. Physically and mentally capable of performing the position's essential functions, and availability to work a flexible schedule including evenings and weekends, and on an emergency as-needed basis.

To see full job specification, including knowledge and abilities, please click below:

[Job Specification](#)



---

# SUPPLEMENTAL QUESTIONNAIRE

1. Describe your experience managing a county child support program.
2. Describe your experience preparing and overseeing an annual budget. Include the total budget, number and type of staff under your administration, and how you provided budgetary and financial guidance.
3. Give an example of how you undertook a process or system improvement project in a court environment. Include a description of the project and how you collaborated and worked with others.
4. Provide a specific example of your experience reviewing and implementing complex laws and regulations. Include any obstacles you overcame during the implementation.
5. Describe your experience with performance measurement and management. Include an indicator that you used to monitor operations and assess performance.



## HOW TO APPLY

Apply online at [www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com) or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

**Women, people of color, and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.**

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

---

## TENTATIVE RECRUITMENT TIMELINE:

**APPLICATIONS ACCEPTED THROUGH FRIDAY, SEPTEMBER 27, 2024**

**WEEK OF SEPTEMBER 30, 2024: SCREENING OF APPLICATIONS**

**WEEK OF OCTOBER 14, 2024: FIRST ROUND OF INTERVIEWS**



## HIGHLIGHTED BENEFIT OFFERINGS

### **Medical, Dental, and Vision**

Various, robust plans are available with the County contributing generously towards the total cost of the plans.

### **Retirement and Social Security**

Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013 (PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

### **Life Insurance and Long-Term Disability Plan**

County paid \$50,000 term life insurance policy. Employees may purchase additional life insurance. The County pays for a long-term disability plan that pays 66 2/3 % of the first \$13,500, up to \$9,000 per month maximum benefits.

### **Administrative Leave**

In addition to competitive vacation and sick leave accruals, the County provides an initial credit of one week of administrative leave at the time of appointment, plus an additional two weeks of administrative leave accrued each year. Administrative leave balance may be cashed out or used as time off.

\*Salary includes 3% Cost of Living Adjustment effective September 14, 2024

**Note: Provisions of this bulletin do not constitute an expressed or implied contract.**