

County of Santa Cruz

INVITES YOU TO APPLY FOR:



CHILD SUPPORT SPECIALIST I

Supplemental Questionnaire Required

Open and Promotional

Job # 23-BYI-01

Salary: \$4,609 – 5,829 / Month

Closing Date: Friday, September 29, 2023

THE JOB: Under general supervision, perform interviews and office investigations to obtain factual information for the purpose of securing child support; identify and locate absent parents, their income sources and assets; monitor cases; and do related work as required. **The list established will be used to fill the current vacancy and it may also be used to fill other vacancies during the life of the eligible list.**

The option for remote work may be available based on the type of work and operational needs, upon successful completion of probation.

THE REQUIREMENTS: Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

One year of journey level clerical experience involving some public contact.

Special Requirements: Special Working Conditions: Exposure to possible hostile reactions from Child Support clients; physically and mentally capable of performing the position's essential functions as summarized in the typical tasks section of the job specification. **Fingerprint/Background Investigation:** Ability to pass a background investigation. Fingerprinting is required.

Knowledge: Working knowledge of record-keeping practices; methods of organizing work and interviewing techniques for gathering factual data. Some knowledge of common legal terminology, legal documents and legal procedures for enforcing payment of child and spousal support; methods and techniques used to locate assets, income and absent parents; how to access and input data into a computer and word processing.

Ability to: Interview complainants and others to gather factual information; learn common legal terminology, types of documents and legal procedures used in child support; read, understand, explain and apply basic laws and regulations; make accurate arithmetic computations; establish priorities and schedule work to meet deadlines; establish effective rapport with client populations and others to obtain



confidential information and elicit cooperation; maintain systematic and accurate records; communicate effectively orally and in writing; operate a computer terminal to input and access information and learn word processing.

THE EXAMINATION: Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

HOW TO APPLY: Apply online at 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.

Some positions may require fingerprinting and/or background investigation.

CHILD SUPPORT SPECIALIST I – SUPPLEMENTAL QUESTIONNAIRE

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.

1. Describe your training and experience that demonstrates your knowledge of interviewing techniques used to obtain factual information.
2. Describe your training and/or experience that demonstrates your knowledge of methods and techniques used to determine financial assets to make collections.
3. Describe your training and experience working with difficult customers and customers from diverse populations.

EMPLOYEE BENEFITS:

ANNUAL LEAVE - 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

HOLIDAYS - 14 paid holidays per year.

BEREAVEMENT LEAVE - 3 days paid in California, 5 days paid out-of-state.

MEDICAL PLAN - The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

DENTAL PLAN - County pays for employee and eligible dependent coverage.

VISION PLAN - County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT - 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 - County paid \$20,000 term policy. Employee may purchase additional life insurance.

DISABILITY INSURANCE - Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

DEPENDENT-CARE PLAN - Employees who make contributions for child or dependent care may elect to have their contributions made utilizing "pre-tax dollars."

H-CARE PLAN - Employees who pay a County medical premium may elect this pre-tax program.

HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA) - Employees may elect this pre-tax program to cover qualifying health care expenses.

DEFERRED COMPENSATION - A deferred compensation plan is available to employees.

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

County of Santa Cruz

www.santacruzcountyjobs.com

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