



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

CHILD SUPPORT SPECIALIST II

Job Number: 21001227

Job Code: 65150V231016

Job Group: 6500 - PUBLIC ASSISTANCE

Job Established: 05/16/2016

Job Revised: 10/16/2023

Grade: 13 Salary (MIN - MID):

\$20,549-\$30,824 - Hourly

\$3,339.22-\$5,008.90 - 37.5 Hr. Monthly Salary

\$3,561.84-\$5,342.84 - 40 Hr. Monthly Salary

Special Entrance Rate:

NONE

NONE

NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months, except as provided in KRS 18A.111.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Independently performs child support activities. Interacts with customers and other agencies to facilitate the delivery of child support services. Interprets child support policies and procedures for new employees, local office staff, customers, and other agencies; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Must complete two years (54 semester hours) from a college or university.

EXPERIENCE, TRAINING, OR SKILLS:

One year of experience in child support enforcement.

Substitute EDUCATION for EXPERIENCE:

NONE

Substitute EXPERIENCE for EDUCATION:

Administrative work, clerical office work, work dealing directly with the public, or experience in reviewing, monitoring, determining eligibility for, and/or administering Food Stamps, the Kentucky Transitional Assistance Program, Medical Assistance, Child Support, or other public assistance programs will substitute for the required college on a year-for-year basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

NONE

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Independently completes child support activities, in accordance with child support policies and procedures, including but not limited to, customer service, case initiation, order establishment, order enforcement, review and modification, financial calculations, adjustments and maintenance, or location of child support participants. Utilizes and updates the child support system and other necessary web-based applications, drafts and submits correspondence/forms, and creates, generates, and maintains reports. Interacts with various individuals to facilitate the delivery of child support services including but not limited to, child support customers, employers, agency contractors, financial institutions, housing agencies, community partners, state/federal agencies, or other state child support agencies. Reviews reports to identify and correct data/case related issues. Researches system data and gathers information to determine action necessary to complete administrative action, location activities, and intergovernmental case actions and/or to process non-IV-D child support cases and maintain financial information in the child support system. Reviews child support policies, court orders, payment records and public assistance benefit history. Completes case audits and contacts parties involved including other states to gather and validate information. Loads court orders, applies/moves payments, updates address or banking information, maintain account balances, sets up recoupments, processes refund requests. Resolves data/case related issues, such as cases or audits involving multiple states, multiple payees, receipt of public assistance, irate customers, private attorneys, and requests for administrative hearings. Participates in administrative hearings. Initiates case closure when the order terminates or the child emancipates. Requests a check tracer when the custodial parent alleges that he/she did not receive the child support check in the mail. Ensures tax intercept payments are applied or refunded properly and approves/releases adjustment requests. Serves as a program resource in developing, testing, and implementing new business and system processes including but not limited to the following areas: administrative enforcement actions, location activities and intergovernmental case actions, NON-IV-D cases and financial data. Provides reinforcement training, policy and procedure interpretation, and casework assistance.

UNIQUE PHYSICAL REQUIREMENTS:

Any unique physical requirements necessary to perform the duties of a specific position will be listed on the individual position description, if applicable.

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Performs job duties in an office setting.

ADDITIONAL REQUIREMENTS:

Upon employment, employees in this job classification may be required to maintain a valid driver's license and may be required to drive a licensed vehicle. This status may be necessary for the length of time in this job classification. If this is necessary, it will be listed in the specific position description for the position at issue. Applicants and employees in this job classification may be required to submit to a drug- screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

The Commonwealth of Kentucky does not discriminate on the basis of race, color, sex, disability, age, national origin, religion, sexual orientation, gender identity or expression, pregnancy or related medical condition, marital or familial status, ancestry, political affiliation, genetic information, or veteran status in accordance with state and federal laws.