



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

CHILD SUPPORT SPECIALIST III

Job Number: 21001228

Job Code: 65160V231016

Job Group: 6500 - PUBLIC ASSISTANCE

Job Established: 05/16/2016

Job Revised: 10/16/2023

Grade: 14 Salary (MIN - MID):

\$22,602-\$33,903 - Hourly

\$3,672.84-\$5,509.24 - 37.5 Hr. Monthly Salary

\$3,917.68-\$5,876.52 - 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.*

Serves as a lead and provides expert knowledge of child support policies and procedures. Performs advanced child support activities such as, conducting agency sponsored child support training and monitoring performance at a program, regional, county, branch/section, or worker level and provides advanced and expert assistance in meeting performance goals/expectations; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE, TRAINING, OR SKILLS:

Three years 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.*

Serves as the lead worker/subject matter expert at the Regional, Branch or Section level which duties may include assigning tasks, reviewing work, providing assistance, and identifying and addressing training needs for staff. Provides expert knowledge, analysis and reconciliation of issues relating to complex cases or business processes. Interprets child support policies and procedures for new staff, local office staff, customers, and other agencies. Reviews reports to identify and correct data/case related issues. May assign reports to subordinate staff. 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 complex 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, maintains 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. Accesses the federal portal to decertify cases from the administrative offset and tax intercept process. Approves check writers to ensure child support payments are issued to custodial parents. Completes action to manually issue child support checks that cannot be issued through the normal check writer process. 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. Utilizes system reports to monitor performance at the program, regional, county, branch/section, or worker level. Provides technical assistance or training in meeting performance goals/expectations and provides input to management at the state or county level regarding program and worker performance. Provides reinforcement training, policy and procedure interpretation, and casework assistance. Develops training curriculum and conducts agency-sponsored child support training for child support staff throughout the state.

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.