



CalHR

Child Support Specialist I/II/III

SALARY	See Position Description	LOCATION	Willows
JOB TYPE	Full-Time	JOB NUMBER	MSS05416
DEPARTMENT	Glenn County Department of Child Support Services	OPENING DATE	08/06/2025
CLOSING DATE	8/20/2025 11:59 PM Pacific		

Position Information

SALARY RANGES:

Child Support Specialist I: \$21.23 - \$25.80 hourly
 Child Support Specialist II: \$23.45 - \$28.51 hourly
 Child Support Specialist III: \$25.92 - \$31.50 hourly

Performs a wide variety of child support duties consisting of maintaining a caseload, locating and interviewing custodial and non-custodial parents and others to elicit factual information for the purpose of establishing child support obligations and enforcing child support laws; arranges for support payments when possible; prepares cases for court hearings as necessary; and performs related work as required.

Child Support Specialist I:

Working under close supervision, Child Support Specialist I is the entry/trainee level in the Child Support Specialist series. Employees in this class receive in-service training and are given detailed instructions in the performance of duties related to child support laws, regulations, and a broad range of child support casework activities. As requisite skills and knowledge are developed, greater independence and the full scope of responsibility are exercised. Employees are expected to promote to Child Support Specialist II after one year of satisfactory performance at the entry/trainee level.

Child Support Specialist II:

Working under general supervision, Child Support Specialist II is the journey level in the Child Support Specialist series. Employees at this level are expected to perform a broad range of child support casework from intake to establishment, enforcement, and case closure. Within legal requirements and departmental policies and procedures, incumbents operate with considerable independence and must exercise discretion and judgment in evaluating cases and determining the level of support and the methods of enforcement. Positions in this class are flexibly staffed and are normally filled by advancement from the lower level of Child Support Specialist I, or if filled from the outside, require prior related experience.

Child Support Specialist II differs from the higher class of Child Support Specialist III in that the latter is the advanced journey level, and incumbents act as lead worker or exercise detailed subject knowledge of a specific program area or specialized department system.

Child Support Specialist III:

Under limited supervision, the Child Support Specialist III performs a wide variety of child support duties involving the

more difficult and/or sensitive cases; performs special assignments; maintains a caseload; and performs related work as required.

The Child Support Specialist III is the advanced journey level in the Child Support Specialist series. Incumbents act as the lead-worker to a group of child support staff, and/or exercise detailed subject matter knowledge of a specific program area or specialized system inherent to the operations of the department.

Positions in this class differ from those in the class of Child Support Specialist II by the assignment of complex, sensitive or confidential cases requiring advanced technical skills. Incumbents may act in a lead capacity, may provide training to lower-level Child Support Specialists and may participate in special projects such as audits and/or quality control reviews.

Examples of Duties

Duties for the Child Support Specialist I may include, but are not limited to the following:

- Manages a general caseload consisting of child support legal actions and the establishment, enforcement and collection of child support payment obligations based on established guidelines.
- Coordinates appointments for personal interviews with custodial and non-custodial parents, employers, and attorneys.
- Develops and analyzes information for the establishment of paternity.
- Uses a variety of methods, systems and procedures for locating information on custodial and non-custodial parents' assets, income, and liabilities.
- Evaluates income and expense data of custodial and non-custodial parents to determine and recommend child support payment obligations based on established guidelines.
- Responds to general inquiries and explains general child support laws, court orders, rules, regulations, and policies to public and staff.
- Participates in interviews to secure support agreements and to persuade responsible parties to make payments without recourse to legal action.
- Prepares and processes legal documents necessary for the establishment, collection, and enforcement of child support obligations.
- Documents and updates customer information, contact information, case actions/history logs, and records using a state-wide automated system.
- Provides case status information, explains the complaint resolution process, and answers case specific questions for all involved parties ensuring the verbiage used cannot be interpreted as legal advice.
- Applies federal, state, and local codes, procedures, and rules in establishing and processing child support cases.
- Coordinates and/or conducts genetic tests when needed.
- Performs related duties as assigned.

EMPLOYMENT STANDARDS

Note: The level and scope of the knowledge and skills listed below are related to job duties as distinguished between the two levels in the Definition section.

Knowledge of:

- Civil and criminal law, and Federal and California laws and regulations pertaining to the establishment, and enforcement of child support obligations.
- Sources, methods and techniques used to locate non-custodial parents, relatives and related persons, assets, income, and liabilities.
- Techniques and methods for establishing paternity.
- Child Support specific collection methods and techniques.
- Legal terminology used when explaining legal procedures to customers or the public.
- When and how to prepare and process a variety of child support related legal documents in a clear and concise manner.
- The structure and content of the English language.
- Basic mathematics and business arithmetic, including addition, subtraction, multiplication, division, fractions, percentages, and decimals.

Skill/Ability to:

- Apply specialized Federal child support laws and procedures as they apply to intergovernmental and international cases.
- Explain child support procedures, regulations, and requirements to individuals from a wide variety of educational and cultural backgrounds.
- Use effective interviewing techniques to interview a wide variety of people, over the telephone and in person.
- Use patience, tact and courtesy in firmly dealing with people who may be uncooperative, unreasonable, angry, upset, or hostile.
- Collect DNA samples to establish paternity.
- Use sound independent judgment to analyze factual information, situations, and people.
- Understand financial records such as tax records, income and expense reports, and employer earnings records to determine the amount of child support payment obligations.
- Compile multiple pieces of information clearly and concisely into an organized and understandable written report or oral presentation.
- Organize work and set priorities in order to meet critical deadlines with minimal direction.
- Exercise initiative within the limits of assigned duties.
- Maintain the confidentiality of sensitive or personal information.
- Establish rapport and maintain effective working relationships with coworkers, courts, attorneys, other agencies, and the public.
- Be flexible and supportive of change.
- Ability to prioritize multiple assignments having conflicting deadlines.
- Effectively use computer and other resources to prepare and manage cases.

Minimum Qualifications**Child Support Specialist I:**

Two (2) years of full-time clerical experience which included interaction with the public;

OR

One year of full-time experience performing debt collections duties which included interviewing others for the purpose of collecting information;

OR

One year of full-time experience performing duties of a Child Support Assistant I or Office Assistant II in a Child Support Services Department;

OR

Completion of 60 semester or 90 quarter units of college.

Qualifying experience or education may be combined in order to meet the above requirements. When combining education and experience; fifteen (15) semester units or twenty-two (22) quarter units equals six months of experience.

Child Support Specialist II:

One (1) year of full-time experience performing duties of a Child Support Specialist I in a state or local government agency.

Child Support Specialist III:

One (1) year of full-time experience performing duties of a Child Support Specialist II in a state or local government agency.

Supplemental Information**Training & Experience Examination – Weighted 100%**

The Training & Experience Examination is designed to elicit a range of specific information regarding each candidate's knowledge, skill, abilities, and potential to effectively perform the duties relative to the classification. Responses to the questionnaire will be assessed based on pre-determined rating criteria. All applicants must complete the entire

examination to receive a score. To obtain a position on the eligible list, candidates must receive a minimum rating of 70% on the examination.

Examination administration and processing time is approximately two weeks after the closing date of the job bulletin.

ADDITIONAL INFORMATION

- The ability to speak, read, and write Spanish in addition to English would be an asset in this position, but is not required. Applicants for English/Spanish bilingual designated positions must take and pass the bilingual proficiency examination administered by CalHR.
- A valid driver's license may be required at the time of appointment and employees may also be required to drive their own car, provide proof of car insurance, and a DMV clearance. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.
- Position may require pre-employment drug testing, physical examination, and fingerprinting for a background investigation.
- Government agencies accessing US government information, which include federal tax information must ensure that background investigation requirements for all agency employees and contractors that have access to federal tax information are consistent to the IRS background investigation requirements for access to federal tax information. A background check may be required if the position requires access to these types of records. Background requirements consist of three components which include, fingerprinting, citizenship verification and local law enforcement checks. State agencies must conduct investigation during time of hire and ensure a reinvestigation is conducted 10 years from the date of the previous background investigation for each employee that has access to federal tax information.

Benefit Information Can Be Found Here:

<https://www.countyofglenn.net/sites/default/files/resources/GCPerl%2014-GU%20Sum%20of%20Benefits%20021125.pdf> (Download PDF reader).

VETERANS PREFERENCE

If you would like to request Veteran's preference points as part of the application packet, please attach a copy of your DD-214 to your application.

EXAMINATION INFORMATION

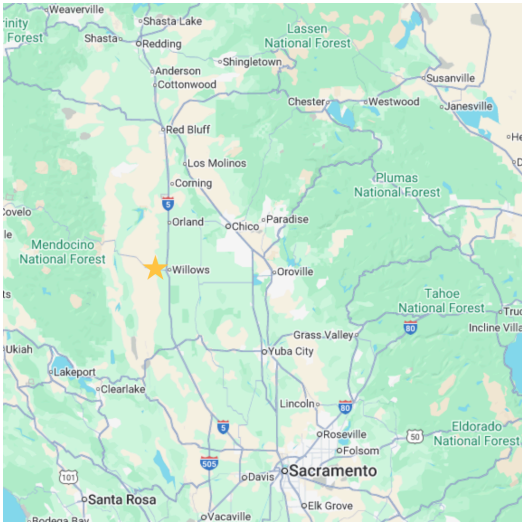
If supplemental questions are included as a part of this job bulletin, applicants may be rated based upon their responses to the supplemental questions. If rated, only those that are determined to be highly qualified will be invited to participate in the next step of the selection process.

SPECIAL TESTING ARRANGEMENTS

Special testing arrangements may be made to accommodate applicants for disability, military, or religious reasons. If you require such arrangements, please contact CalHR at mssprogram@calhr.ca.gov or 916-909-3701 upon notification that your application has been approved. Documentation from medical, military, school, or church officials outlining the accommodation request must be received by our office a minimum of five business days prior to a scheduled examination.

ABOUT GLENN COUNTY

Glenn County is located in the United States about halfway between Sacramento and Redding in Northern California. Glenn County is primarily an agricultural community with mountains on the west, the Interstate 5 corridor taking you through rich farmland, and the Sacramento River bounding the east side of the County. With over 1,188 farms, agriculture remains the primary source of Glenn County's economy. Major commodities include rice, almonds, milk products, prunes and livestock. Glenn County was incorporated on March 5, 1891. The County seat, Willows, was created March 11, 1891. Glenn County was developed out of the northern portion of Colusa County and was named for Dr. Hugh J. Glenn, who was the largest wheat farmer in the state during his lifetime, and a man of great prominence in political and commercial life in California. Glenn County has a population of 28,122.



Employer

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