ASSISTANT DIRECTOR OF CHILD SUPPORT SERVICES

DEFINITION

Under administrative direction, to assist in planning, organizing and directing a county Child Support Services Department; to act for the director in the director's absence; to manage assigned department units through subordinate supervisors; and to do related work as required.

CLASS CHARACTERISTICS

The Assistant Director of Child Support Services is responsible for assisting the Director with managing and administering the programs, functions, budgets, and activities of the Department of Child Support Services. This class is distinguished from the Director of the Child Support Services in that the latter class has overall administrative responsibility for Child Support Services. This is a single class position designated as at-will.

EXAMPLES OF ESSENTIAL DUTIES

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other related duties may be required and assigned.

1. Assists the Director with the planning, organizing and directing the development and delivery of local child support services, including support administration and enforcement services, collection and distribution of child support, consultation, investigation, and legal support;

2. Assists with directing the operations of a complex child support accounts receivable system, including related accounting systems and state reporting systems;

3. Analyzes and interprets existing and proposed legislation, regulations and State policies and directives to determine their impact on departmental operations;

4. Manages the work of assigned department units through subordinate supervisors and establishes performance standards and training programs;

5. Oversees the development and implementation of procedures, quality control standards, staff selection and development, and budget preparation and control of assigned units, determining adequate levels of services and ensure cost efficiency;

6. Acts for the director in the absence of the regular incumbent and represents the director before the Board of Supervisors and at state and regional child support conferences and meetings;
7. As assigned by the director, represents the department as liaison to the public, media and other county departments;

8. Analyzes reports and statistical data; summarizes information and prepares or supervises preparation of reports for management, state, and federal agencies;

9. Assists with the coordination of the provision of services with affected agencies and other county departments;

10. May perform duties associated with the Ombudsperson, Community Outreach, and Program Improvement functions; and

11. Performs other duties as required.

MINIMUM QUALIFICATIONS

Knowledge of: Child support programs at the federal, state and local level, including the establishment, modification and enforcement of child support orders; federal and state civil and criminal laws and regulations applicable to the delivery of child support services; budgeting, program management, project management, including automated accounts receivable systems, collections, account aging and related subjects; principles and practices of effective management and personnel administration.

Ability to: Plan, assign and direct staff activities of a large complex agency, including the utilization of automated systems; work within state and federal regulatory systems; formulate short and long range plans; analyze and implement program mandates; analyze complex problems and recommend solutions; understand, interpret, and apply legal codes, regulations, and rules pertaining to program operations; prepare annual budgets and financial and statistical records; express oneself clearly and concisely, both orally and in writing; establish and maintain effective working relationships with the general public, staff, advocacy groups, and other departments and agencies.

Education and Experience: Graduation from an accredited college or university with a Bachelor's degree preferably in business or public administration, psychology or sociology, law or criminal justice or a closely related field; and five years experience in a professional field, including at least three years supervisory or management experience in a public or private social services related field.

Special Requirements:

Requires the ability to maintain mental capacity which allows the capability of exercising sound judgment and rational thinking under varied circumstances; the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another, prolonged sitting; ability to see; ability to hear and communicate orally; requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as use of
personal computer, typing, or use of other office equipment or supplies; ability to operate a motor vehicle.

**License or Certificate:** Must possess and maintain a valid California Driver’s License.

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**Equal Opportunity Employer.** In compliance with the Americans with Disabilities Act, the will provide reasonable accommodation to qualified individuals with disabilities. Encourages both incumbents and individuals who have been offered employment to discuss potential accommodations with the employer.