

New York State Department of Civil Service
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

	Occ. Code	8118100
Child Support Specialist 1, Grade 18		8118100
Child Support Specialist 2, Grade 23		8118200
Child Support Specialist 3, Grade 27		8118300
Child Support Specialist 4, M-4		8118400

Brief Description of Class Series

Child Support Specialists administer statewide child support programs and monitor and provide technical assistance to local departments of social services (LDSS) child support professionals in administering child support programs. Incumbents review and analyze child support program data; test statewide child support computer systems; develop, monitor, and implement child support program laws, rules, and regulations; monitor LDSS' compliance with program standards; and provide training to State and local staff on child support programs.

Positions are only classified at the Office of Temporary and Disability Assistance, Division of Child Support Services (DCSS).

Distinguishing Characteristics

Child Support Specialist 1: full performance level; develops, monitors, and implements child support programs; and provides technical assistance to LDSS staff on child support programs; may supervise support staff.

Child Support Specialist 2: first supervisory level; supervises multiple Child Support Specialists 1; develops and implements policy and program guidance for LDSS child support professionals; and monitors LDSS compliance with child support laws, rules, and regulations.

Child Support Specialist 3: second supervisory level; supervises multiple Child Support Specialists 2; and oversees and establishes policies and procedures for evaluating LDSS performance and compliance with applicable laws.

Child Support Specialist 4: managerial level; oversees one or more bureaus in the DCSS; supervises multiple Child Support Specialists 3; oversees child support policy, planning, systems, and central processing functions.

Illustrative Tasks

Child Support Specialist 1

Provides technical assistance to local district child support enforcement units regarding the interpretation and implementation of federal and State laws, rules and regulations, management reports, and other program and system requirements.

Reviews, analyzes, and monitors program data, and communicates with LDSS child support enforcement programs to ensure compliance with State and federal requirements.

Conducts on-site reviews to assess LDSS operations, determine areas of non-compliance, and ensure implementation of agency policies and procedures.

Provides technical assistance to LDSS staff in the use of the automated agency systems.

Reviews, analyzes, and monitors use and disclosure of child support program information.

Develops and drafts new policies and procedures to ensure program compliance and increased performance.

Monitors child support State Disbursement Unit (SDU) contractors' performance to ensure that contract requirements, deliverables, and timeframes are met; recommends system enhancements to improve operations and ensure compliance.

In conjunction with agency finance staff, develops procurement documents for SDU operations, statewide banking services, or other programmatic needs.

Conducts analysis on program data to identify opportunities for increased program performance, and utilizes such information to inform policy and project decisions.

May supervise support staff assigned to the program.

Child Support Specialist 2

Supervises multiple Child Support Specialists 1 and other program staff in the administration of child support programs.

Oversees the provision of guidance provided by Child Support Specialists 1 to LDSS child support professionals and resolves difficult program and/or policy questions.

Conducts on-site reviews of child support enforcement programs with difficult and/or sensitive operational issues.

Recommends program and policy improvements to upper-level DCSS staff.

Child Support Specialist 3

Supervises multiple Child Support Specialist 2 that direct units responsible for administering child support programs.

Oversees evaluation of LDSS child support programs through review of staff reports, and data from child support systems.

Develops statewide plans for implementing, monitoring, and evaluating child support programs; presents to upper-level staff for consideration.

Child Support Specialist 4

Supervises multiple Child Support Specialist 3 that direct program units.

Develops working relationships with agency managers, LDSS commissioners, and other groups to coordinate child support-related initiatives and objectives.

Ensures that State and federal mandates are implemented consistently on a statewide basis, through development and distribution of administrative memoranda, and review of functions on a statewide basis.

Oversees contractors responsible for production, maintenance, and updating of child support notices, cases, and accounts; develops and implements standards to evaluate contractors' performance consistent with contractual requirements.

Develops and implements policies and procedures for child support programs and enforcement operations.

Develops short and long-term objectives and strategic initiatives for assigned bureaus, considering available resources, mandates, and initiatives.

Advises executive staff on child support program oversight and administration.

Minimum Qualifications

Child Support Specialist 1

Open Competitive: six years of experience supervising, monitoring, or administering a child support enforcement program under Title IV-D of the Federal Social Security Act.

Substitution: associate's degree may substitute for two years of the experience; bachelor's degree may substitute for four; master's degree may substitute for five.

Child Support Specialist 2

Promotion: one year of permanent competitive service as a Child Support Specialist 1.

Child Support Specialist 3

Promotion: one year of permanent competitive service as a Child Support Specialist 2.

Child Support Specialist 4

Promotion: one year of permanent competitive service as a Child Support Specialist 3.

Note: Classification Standards illustrate the nature, extent and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all of the work that might be appropriately performed by a class. The minimum qualifications above are those which were required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum qualification requirements for appointment or examination.

Date: 12/2020

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Parenthetic Attachment

Child Support Specialist 3 (Finance): positions are classified to perform financial functions for the DCSS, including review and evaluation of local child support financial accounting and reporting systems, statewide single audits, and child support payment collection activities. Positions supervise Child Support Specialists 2 and other staff assigned to DCSS financial programs.

Minimum Qualifications

Child Support Specialist 3 (Finance)

Open Competitive: Nine years of fiscal management experience, including a working knowledge of automated accounting systems. Two years of the fiscal management

experience must have been in a supervisory or managerial capacity at a county, state, or federal Social Services agency.

Substitution: an associate's degree, bachelor's degree, and master's degree may substitute for two, four, and five years of the general fiscal management experience, respectively.