

GILA COUNTY HUMAN RESOURCES

JOB ANNOUNCEMENT

1400 E. ASH STREET, GLOBE, AZ 85501



POSTED: JUNE 8, 2016
CLOSING DATE: JUNE 14, 2016

DEPARTMENT: County Attorney – Child Support Division **POSITION:** Child Support Services Supervisor

LOCATION: Globe **JOB CODE:** 16-049

OPEN TO GILA COUNTY EMPLOYEES ONLY

ANNUAL SALARY: \$40,977 - \$45,894 DOE

PURPOSE OF THE JOB

The purpose of this position is to ensure compliance with child support orders issued by the court. This position administers and coordinates the daily operations of the child support program. The manager ensures the accuracy of information on file, prepares and reviews legal documents and manages the program budget. Other responsibilities include planning and supervising operations and staff, providing training and responding to a range of inquiries.

SUPERVISORY RESPONSIBILITIES

Regularly assigns work to other employees and supervises related activities.

Provides recommendations on employee training, scheduling work hours, granting time off and evaluating employee performance.

ESSENTIAL DUTIES AND RESPONSIBILITIES	TIME SPENT
• Analyzes case statuses and performs corrective actions in Atlas database to ensure compliance with State and Federal law.	20%
• Supervises, organizes, plans and implements daily operations of program.	20%
• Oversees and responds to client inquiries as well as high-level inquiries from governor's office, applying corrective action, as necessary; responds to employers on questions and concerns on wage assignment and NMS.	10%
• Prepares and documents, for State contract, reimbursement calculations including indirect cost allocation; prepares and monitors program's State budget and ensures compliance with State contract.	10%
• Analyzes and documents NMS information in Atlas system in compliance with Federal law; administers document generation cabinet.	10%
• Prepares and reviews legal documents for attorney and assists staff in preparation of complex documents; interprets court orders and prepares appropriate pleadings for court.	10%
• Provides direction and trains staff in procedure and interpretation of State and Federal law governing program.	10%
• Acts as liaison between governor's office, State director of DCSE and managers.	10%
• Performs other duties as assigned.	

BUDGET RESPONSIBILITIES

This position provides research support on County-wide level budget preparation, elected office level budget preparation and project level budget.

PROJECT RESPONSIBILITIES

Provides project resource allocation on organizational development projects and human resources projects.

ORAL COMMUNICATION DUTIES

This position trains colleagues, explains County procedures or processes and responds to public inquiries.

WRITTEN COMMUNICATION DUTIES

This position creates or edits documents, internal memos and emails.

INTERACTIONS WITH THE GENERAL PUBLIC

Interacts regularly with internal coworkers and other departmental personnel over the telephone, by email, and/or in person. Incidental contact with the public may occur as part of the work location.

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INTERACTIONS SPECIFICALLY WITH CUSTOMERS

Frequently (More than 25% but less than 40% in a year)

MINIMUM EDUCATION REQUIRED

High School Diploma or GED with additional specialized or technical training courses.

MINIMUM YEARS OF DIRECTLY RELATED EXPERIENCE REQUIRED

Five (5) years directly related experience; or equivalent combination of education, training and experience.

PROFESSIONAL CREDENTIALS REQUIRED

None

KNOWLEDGE REQUIRED

Administration and management, production and processing, finance, law and government and case management - Child Support

SKILLS REQUIRED

Analytical thinking, critical thinking, customer service, problem recognition, problem solving, analyzing operations, quality control analysis and multi-tasking.

ABILITIES REQUIRED

Solve problem sensibly and swiftly, recognize problems, solve problems using deductive reasoning, solve problems with inductive reasoning and make sense of multiple data.

PHYSICAL DEMANDS

- Occasionally stands to attend to customers.
- May be required to lift work related materials or equipment up to 25 lbs.
- Constantly requires dexterity for keyboard operation.

WORK ENVIRONMENT

Incumbents in this position constantly spends time in office environment; spends time in lobby environment; occasionally spends time in automobile.

SAFETY RISK EXPOSURE

Incumbents in this position may become exposed to telephone verbal abuse by customers or citizens, individuals with high level of emotional distress; physical danger.

PROTECTIVE GEAR & SAFETY MANUALS

Incumbents in this position are required to constantly follow written safety procedures and manuals relevant to the division or department.

CONSEQUENCES OF ERROR

Potential errors can result in unfavorable public perceptions and legal ramifications.

NOTICE: APPLICANTS MAY BE REQUIRED TO FURNISH, AT THEIR OWN EXPENSE, DOCUMENTARY PROOF OF EDUCATIONS, CERTIFICATION, REGISTRATION, LICENSE OR ANY OTHER PROOF OF COMPETENCY AS REQUIRED IN THE OFFICIAL CLASSIFICATION DESCRIPTION OR ANNOUNCEMENT AND MAY BE REQUIRED TO UNDERGO PHYSICAL, PSYCHOLOGICAL AND/OR BACKGROUND INVESTIGATIONS AS A CONTINUING CONDITION OF EMPLOYMENT. FURTHER, APPLICANTS FOR POSITIONS REQUIRING OPERATION OF A COUNTY OR PERSONAL VEHICLE ON OFFICIAL BUSINESS MUST POSSESS AND MAINTAIN COUNTY OR PERSONAL VEHICLE OPERATORS LICENSE. GILA COUNTY DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGION, AGE OR DISABILITY, AND FAMILIAL STATUS IN EMPLOYMENT OR THE PROVISIONS OF SERVICE. AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER.