

CHILD SUPPORT PAYMENT SPECIALIST

KIND OF WORK:

Technical/para-professional child support payment collections/processing work.

NATURE AND PURPOSE:

Under limited supervision/procedural control, performs processing of child support payments, audits cases when payment adjustment requests are submitted, and provides customer service to county child support specialists in payment operation centers. An employee in this classification will analyze, interpret, and implement child support program policies, procedures, and processes with the use of automated systems to support internal and external customers to assure the delivery of child support services for the benefit of children. Performs other duties as required.

DISTINGUISHING CHARACTERISTICS:

The Child Support Payment Specialist differs from the Human Services Support Specialist in that the Human Services Support Specialist provides direct care for and support of individuals who are developmentally disabled and who exhibit severe behaviors which present a risk to public safety. Child Support Payment Specialists will work with customers and county child support staff members restricted to child support programs.

The Child Support Payment Specialist differs from the Accounting Technician in that the Accounting Technician provides technical fiscal advice and services requiring interpretation of rules and regulations to accounting processes and procedures that are state-wide. Accounting Technicians may be responsible for a set of accounts, pre-audit of transactions or cash receipt handling of a facility. Child Support Payment Specialists may perform some of these actions but only in the context of a child support payments process and supported by automated systems relating to child support as well as in tandem with county child support workers.

The Child Support Payment Specialist differs from the Income Maintenance Program Advisors in that the Income Maintenance Program Advisors serve as an advanced professional and senior resource responsible for all phases of program planning, delivery and evaluation. The Income Maintenance Program Advisor will conduct detailed and complex studies of the implementation and effectiveness of public welfare programs which could include the child support program. The Income Maintenance Program Advisors do not provide a variety of financial processing actions to its customers, but provides research and interpretations in regards to complex policy issues.

OPTIONS:

No options associated with this classification.

EXAMPLES OF WORK: (A position may not include all the work examples given, nor does the list include all that may be assigned.)

Provide Minnesota county Child Support Payment Specialists training on automated child support financial electronic system so that data relating to child support payments are be submitted in a correct manner.

Issues approval or denials regarding the refund request of state fees from county workers based on policy and statutes.

Monitor and process payments that are unidentified on the automated child support system to include either moving a payment to an appropriate payer or refund the money to a sender.

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Audit and research cases in response to financial adjustment requests submitted by County Child Support Specialists with the intention of approving or denying requests and generating notices to communicate the status of the requests.

Research and analyze Federal and State tax reports to identify if possible fraudulent tax payments have occurred and notify accounting officers if adjustments should be created.

Identify, propose, and recommend enhancements to the automated child support financial electronic system as well as report any deficiencies or errors that the system is experiencing so that information technology specialists can address the problems.

Respond to written and telephone inquiries regarding child support policies, procedures and automated systems from all customers and clients.

Reviewing, analyzing, and interpreting numerous pieces of data, information and processes from multiple program areas in various local jurisdictions or agencies to resolve a problem.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:

Knowledge of:

Child support legislation, policies, and procedures sufficient to explain through oral and/or written communication to clients or external customers.

Electronic data management systems sufficient to operate and train other staff members of its importance and use.

Data privacy laws and observe its provision and practices both as when related to accessing of data as well as when communicating with inquirers regarding system or hard copy data.

Skill in:

Oral communications sufficient to clearly and effectively communicate child support legislation, policies and procedures, and technical information to internal and external customers.

Organizational and time management skills in order to prioritize and quickly shift priorities in the incumbent's workload while meeting the different demands and deadlines with limited supervision.

Small group skills sufficient to successfully represent a payment center in task forces, work groups, and advisory committees.

Mathematics with an emphasis on accounting so as to recognize outliers and errors and make adjustments when necessary.

Ability to:

Read, explain and interpret a variety of materials and follow detailed instructions.

Maintain a positive work environment by having an appreciation and awareness of cultural diversity and of commitment to the Affirmative Action Programs of the State of Minnesota.

Analyze financial records and recommend solutions to procedural or processing problems.

Apply sound judgment to addressing department-wide automated and manual document processing systems.

Est.: 6/99

Rev.: 9/18

T.C.:

Former Title(s):