

**CLASS TITLE: CHILD SUPPORT ENFORCEMENT AGENT II**

**Class Code: 02822300**

**Pay Grade: 22A**

**EO: B**

**CLASS DEFINITION:**

**GENERAL STATEMENT OF DUTIES:** To be responsible for implementation of the child support program including adjudication of paternity, absent parent location, enforcement of child support court orders, and/or interstate case processing; and to do related work as required.

**SUPERVISION RECEIVED:** Works under the supervision of the Supervising Eligibility Technician from whom general instructions are received and who evaluates the work through the review of cases, reports, conferences and field visits.

**SUPERVISION EXERCISED:** May provide training and guidance to a Child Support Enforcement Agent I as assigned.

**ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:**

To be responsible for implementation of the child support program including adjudication of paternity, non-custodial parent location; enforcement of child support orders and establishment of child support order for Temporary Aide to Needy Families (TANF) and non-TANF clients as well as collection of arrears both public private.

To provide supervision, training and guidance to Child Support Enforcement Agent I positions as assigned.

To perform the duties of Child Support Enforcement Agent II at an efficient and productive level.

To provide representation, services and information to custodial and non-custodial parents regarding child support actions and procedures as they apply to State and Uniform Interstate Family Support Act law.

To be responsible for final determination of eligibility for TANF under the factor of absence via written correspondence, IV-A/CSE interaction and personal contact with clients.

To assist the client with completion of paternity affidavits.

To secure the necessary legal documents required to initiate legal action through various sources.

To act as liaison with all other states and countries that have reciprocity with the State of Rhode Island.

To accept and respond to requests (from states, jurisdictions,) tribunals thereof or individuals who apply for services furnished by the State Agency) for assistance in or establishment or enforcement of support orders including requests for location, establishment of paternity and initiate proceedings to establish and collect child support.

To obtain local information concerning obligor and the obligor's property by such means as postal verification, Federal/State location services, examination of telephone directory; employers; government records; including to the extent not prohibited by law those related to real property, vital statistics, law enforcement, taxation, motor vehicle department, drivers and professional licenses and social security administration.

To secure and enforce wage garnishment orders.

To enforce established court orders through administrative actions (i.e. Written Payment Agreement) including but not limited to liens on property, revocation of drivers license, revocation of professional license, seizure of lottery winnings, insurance settlements, personal injury claims, civil awards, bank accounts and personal and real property.

To review, analyze and assess court orders to determine justification (i.e. wages, expenses, age of order, etc.) for modification.

To review and compile evidence and give testimony at administrative, civil and criminal court hearings.

To review and amend under legal direction incorrect court orders which require knowledge of Family Court procedures and accounting skills relative to child support orders.

To explain policies, regulations and procedures regarding child support to interested parties.

To perform and prepare comprehensive case audits for filing of instate and interstate child support cases by evaluating payment records/court orders from other state agencies, for the agency and individuals involved in cases.

To prepare complex audits of cases for referral to the RI Attorney General's Office and the US Attorney's Office for possible extradition of the non-custodial parent to face charges regarding delinquent child support cases.

To respond to Family Court requests with recommendations of action considered to be appropriate on a case by case basis.

To do related work as required.

## **REQUIRED QUALIFICATIONS FOR APPOINTMENT:**

**KNOWLEDGES, SKILLS AND CAPACITIES:** A working knowledge of federal and state laws, rules, and regulations regarding a statewide comprehensive child support program and the federally governed UIFSA (Uniform Interstate Family Support Act); and the ability to apply such knowledge; the ability to make technical administrative decisions involving revocation of licenses, both personal and professional, as well as seizure of both personal and real property as it applies to Rhode Island and Federal law; The ability to act in an administrative capacity representing the agency in various hearings such as license revocation, written payment agreements, tax interception, etc; must possess a general knowledge of State and Federal laws as they apply to IV-A/IV-D programs along with a general knowledge of the IV-A/IV-D computer system; must have familiarity with bookkeeping skills; the ability to prioritize and organize cases; a general working knowledge of the IV-A and IV-F programs as they relate to the IV-D child support program.; a familiarity with paternity adjudication laws and family court procedures as they apply to child support enforcement; experience with customer service both in person and via telephone; knowledge of effective telephone techniques; possession of problem solving and decision-making skills; and related capacities and abilities.

## **EDUCATION AND EXPERIENCE:**

Education: Such as may have been gained through: possession an Associate' Degree from an accredited institution of higher learning in Law Enforcement, Criminal Justice, Sociology, Psychology or Social Work, or a closely related field; and

Experience: Such as may have been gained through: at least three (3) years of experience as a Child Support Enforcement Agent I and meeting established performance standards.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: June 7, 1998

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