

Edgecombe County Human Services Agency
Edgecombe County Department
Of Social Services
122 E. ST. JAMES STREET
TARBORO, NORTH CAROLINA 27886

Child Support Supervisor II

165-40-778

Fully Qualified Salary: \$34,233

Posted: Internal, ESC, Edgecombe County Website, NC Social Services Job

Description:

This position is assigned to the **Child Support Unit in Tarboro** and is responsible for ensuring the efficient delivery of mandated child support services to include establishing paternity and support for dependent children. This position is directly responsible for providing leadership, management and direction to line staff; for the review and assignment of incoming referrals, establishing performance standards to meet unit, agency and program needs, assigning work and maintaining a balance of caseloads among workers, planning work operations, generating and working various ACTS Reports, conducting staff training and providing technical assistance; monitoring and assessing performance levels; setting priorities and deadlines and establishing goals for the Child Support Program. Overtime work is compensated with compensatory time off. Position performs other duties as assigned. A valid NC driver's license and access to a passenger vehicle is required. Employees operating their personal vehicles for county business shall maintain the minimum liability coverage required by the state of North Carolina in accordance to the County Fleet Policy and Employee Safety Program (page 10, section G.) Position is located in the **Tarboro Office** however, office location may change based on the needs of the agency.

Knowledge, Skills and Abilities:

- Thorough knowledge of Child Support Enforcement Program, related legal procedures, judicial operations; Considerable knowledge of office management practices and procedures; Considerable knowledge of supervisory practices and management techniques. Skill in interviewing techniques, investigating, and analyzing case variables. Ability to organize and summarize case information. Ability to represent child support program in oral and written forms. Ability to plan, direct, monitor and develop the program and supervise staff. Ability to achieve excellent performance outcomes. Make sound decisions. Ability to collaborate and maintain effective working relationships with individuals and groups including government leaders, attorneys, county service providers and key stakeholders. Strong verbal and written communication skills for writing reports and public speaking presentations. Must be able to identify and analyze systematic problems and implement solutions based on data analysis and policy.

Minimum Education and Experience:

- Graduation from high school plus five years of experience in investigative, judiciary, eligibility, attorney's office or related work which provides the knowledge, skills, and abilities needed to perform the work, including one year of IV-D experience; Four year degree plus two and one half years of work experience in the Child Support Enforcement Program: Associate of Arts Degree in business, human resources, law enforcement or closely related field and three years of experience in investigative, judiciary, eligibility, attorney's office or related work, including one year of child support experience.

Application Period: 02/26/2016-Until Filled

Application Deadline: Open Until Filled

Application Process: Applications are available online at www.edgecombecountync.gov. Applications should be returned to Nora Harper, Personnel Assistant at 301 S. Fairview Rd., Rocky Mount, NC 27801. Applications can be picked up at the Social Services Office at 301 S. Fairview Rd., Rocky Mount, NC 27801 or downloaded from the County's website. Applications are also available at the Edgecombe County Manager's Office at 201 S. Andrew St., Tarboro, NC. Applicants may also apply through the NC Department of Commerce-Division of Employment Security. Electronic copies, Fax copies, incomplete or unsigned applications will not be considered. **An official transcript of undergraduate and/or graduate degree(s) is required at the time of application. Degrees must be received from appropriately accredited institutions.**

*Preferences: Prefer applicants that are proficient in using a personal computer and have strong verbal and written communication skills. Bilingual (English/Spanish) applicants encouraged to apply.

We support a drug free work environment. A pre-employment drug screening and criminal background check is required:

AA/EOE