



# California Department of Child Support Services

## CHILD SUPPORT TECHNICIAN, DEPARTMENT OF CHILD SUPPORT SERVICES EXAMINATION

### QUALIFICATIONS ASSESSMENT QUESTIONNAIRE

#### GENERAL INSTRUCTIONS

Thank you for your interest in California State civil service employment. The State of California is an Equal Employment Opportunity employer. The Child Support Technician, Department of Child Support Services examination will consist of the attached Qualifications Assessment Questionnaire that will be used to evaluate your experience, education, and training.

To apply for this examination, you must submit an examination application package. Missing or incomplete information may delay the processing of your Qualifications Assessment Questionnaire.

The following documents comprise the examination application package for the Child Support Technician, Department of Child Support Services examination:

- Employment Application (STD 678) available at: California Department of Human Resources (CalHR) [jobs.ca.gov](http://jobs.ca.gov) (Outside Source)
- Qualifications Assessment Questionnaire
- Affirmation Statement
- Evidence of completion of the education requirement, if applicable (copies of transcripts are acceptable)

#### **SUBMIT YOUR COMPLETED EXAMINATION APPLICATION PACKAGE TO:**

**California Department of Child Support Services  
Personnel Services Section / Exams Unit  
P. O. Box 419064 MS 631  
11150 International Drive  
Rancho Cordova, CA 95741-9064  
(916) 464-5200**

Once your completed examination application package is received, it becomes the property of the California Department of Child Support Services, Personnel Services Section. Please keep a copy for your records. Please notify this office if you have a change of address.

#### **YOUR RESPONSES ARE SUBJECT TO VERIFICATION**

All information provided on the state employment application and Qualifications Assessment Questionnaire is subject to verification at any time during the examination and/or hiring process.

Anyone who misrepresents their experience, education, or training may be subject to one or more of the following actions:

- Removal from the examination process
- Removal from the certification list
- Loss of State employment
- Loss of rights to compete in future state examinations

# **CHILD SUPPORT TECHNICIAN, DEPARTMENT OF CHILD SUPPORT SERVICES**

## **QUALIFICATIONS ASSESSMENT EXAMINATION**

If you meet the minimum qualifications as stated on the bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your score in this examination will determine your placement on the eligible list used for this classification.

The entire examination consists of an evaluation of experience, education, and training weighted 100 percent. To obtain a position on the eligible list, a minimum score of 70 percent must be attained. The Qualifications Assessment Questionnaire has been designed to measure how your education, training, and work experience have provided you with the essential knowledge, skills, and abilities required to successfully perform in the Child Support Technician, Department of Child Support Services position. Responses to the questionnaire will be assessed based on pre-determined rating criteria.

The Qualifications Assessment Questionnaire will account for 100 percent of your score. It is important that you fill out the questionnaire completely. Questions without a response will not be scored. Your responses should be an accurate reflection of your experience, education, and training.

All instructions should be read carefully and understood before completing this examination. If you have questions regarding this questionnaire you may contact the California Department of Child Support Services, Personnel Services Section at (916) 464-5200.

# QUALIFICATIONS ASSESSMENT QUESTIONNAIRE

## MINIMUM QUALIFICATIONS:

Listed below are the minimum qualifications for this examination. Please answer the following questions by placing an "X" in the appropriate box. Your responses in this section will not be scored.

### CHILD SUPPORT TECHNICIAN

#### PATTERN I - EXPERIENCE

Yes  No

Do you have one year of experience in the California state service performing duties at a level of responsibility equivalent to that of an Office Assistant (General), Range B, which includes performing duties that involve customer or public contact?

#### PATTERN II - EXPERIENCE

Yes  No

Do you have one year of technical experience in either county child support caseload management or county child support financial, accounting, or statistical record keeping experience involving extensive public contact?

#### PATTERN III - EDUCATION

Yes  No

Do you have sixty semester or ninety quarter units of college which must include at least two courses in basic accounting or at least one course each in basic accounting and business or commercial law? (Persons who will complete the course work requirements during the current quarter or semester will be admitted to the examination, but must produce evidence of successful completion of the curriculum and the prescribed courses before they may be considered eligible for appointment)

1. 60 semester units - Yes  No  or
2. 90 quarter units - Yes  No  or
3. Currently enrolled - Yes  No  Number of units \_\_\_\_\_ Completion Date: \_\_\_\_\_

**AND**

Two courses in Basic Accounting - Yes  No

Course name \_\_\_\_\_ Completion Date: \_\_\_\_\_

Course name \_\_\_\_\_ Completion Date: \_\_\_\_\_

**OR**

Basic Accounting  **AND** Business or Commercial Law

Completion Date: \_\_\_\_\_ Completion Date: \_\_\_\_\_

**All applicants that qualify with education are required to submit transcripts from recognized institutions that indicate the following information for required courses: title, number of units, name of institution, and completion date.**

**PATTERN IV - EXPERIENCE**

Yes

No

Do you have three years of increasingly responsible experience in a financial, commercial, or governmental establishment, at least one year of which shall include one or a combination of activities involving the (1) marketing, distribution, and sale of merchandise; (2) approval of loans; (3) collection on delinquent accounts; or (4) contact or client-customer services which involves the explanation of policies, regulations, or procedures for a public agency or private institution such as a bank, insurance company, credit bureau, or title company?

Applicants Name: \_\_\_\_\_ Date: \_\_\_\_\_

## SECTION 1 – TASK EXPERIENCE

Please complete the ratings for each of the following task statements using the scale description below.

### FREQUENCY

Check the box that corresponds to how often you performed the task.

### LENGTH OF EXPERIENCE

Check the box that corresponds to the length of experience you have in performing the task.

### PROFICIENCY LEVEL

Check the box that best describes your proficiency level for this task.

- **Extensive:** I have extensive education, training and/or experience performing this task and would be considered an expert in this area.
- **Moderate:** I have moderate education, training, and/or experience performing this task and could effectively perform this task.
- **Limited:** I have limited education, training, and/or experience performing this task and would require assistance.
- **None:** I have no education, training, and/or experience performing this task.

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1. Process automated and non-automated requests and forms utilizing a variety of databases.

#### Frequency

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

#### Length of Experience

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

#### Proficiency

- Extensive
- Moderate
- Limited
- None

2. Analyze forms, reports and lists to verify accuracy of data.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

3. Compare a variety of system generated documents in order to identify errors.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

4. Perform data entry work in order to input and disseminate information.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

5. Analyze account history and financial information to determine if payment was received, allocated, and properly distributed.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

6. Research data submitted electronically to resolve potential issues.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

7. Track and maintain inventory of case documents.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

8. Research a variety of databases to locate appropriate cases.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

9. Assist in the development of written procedures.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

10. Contact stakeholders by telephone to confirm information on file is correct.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

11. Respond to incoming telephone calls to assist stakeholder with issues and concerns.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

12. Respond to telephone inquiries regarding account history and balance information.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

13. Respond to inquiries routed by an automated call distribution system from a variety of sources.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

14. Assist stakeholders over the telephone on how to successfully navigate and self-serve within an interactive voice response system.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

15. Respond to Self-Service Web inquiries and written correspondence to provide technical assistance and quality customer service.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

16. Participate in project meetings in order to provide technical assistance.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

17. Educate stakeholders on general program information, regulatory requirements and processes and procedures.

**Frequency**

- Daily
- Weekly
- Monthly/Quarterly/Annually
- Never

**Length of Experience**

- More than three years of experience
- One to three years of experience
- Six months to one year of experience
- No experience performing this task

**Proficiency**

- Extensive
- Moderate
- Limited
- None

## SECTION 2 – KNOWLEDGE/SKILL/ ABILITY ASSESSMENT

Please rate your level of knowledge/skill/or ability for the following statements using the scale description below.

### DEFINITION OF LEVELS:

**Extensive:** I possess an expert level of knowledge and have used it to instruct others on specific aspects of this knowledge.

**Moderate:** I have sufficient knowledge and have applied it to an actual task.

**Limited:** I have some knowledge but require additional instruction to apply.

**None:** I do not possess knowledge in this area.

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### KNOWLEDGE IN:

18. Business and financial practices to track and maintain case documents to ensure accuracy of financial data.

**Knowledge**

- Extensive  
 Moderate  
 Limited  
 None

19. Automated and non-automated databases utilized to gather information.

**Knowledge**

- Extensive  
 Moderate  
 Limited  
 None

20. Effective and assertive interviewing techniques in order to obtain pertinent information.

**Knowledge**

- Extensive  
 Moderate  
 Limited  
 None

21. Child support enforcement and collection procedures.

**Knowledge**

- Extensive  
 Moderate  
 Limited  
 None

22. Office methods, technologies and equipment to obtain and disseminate information.

**Knowledge**

- Extensive
- Moderate
- Limited
- None

23. Mathematics (e.g., addition, subtraction, multiplication, division etc.) to calculate financial information.

**Knowledge**

- Extensive
- Moderate
- Limited
- None

24. English language usage, grammar, and spelling to accurately compose, proofread and correct documents.

**Knowledge**

- Extensive
- Moderate
- Limited
- None

**ABILITY TO:**

25. Read, understand, apply, and explain Federal and California child support laws and regulations.

**Ability**

- Extensive
- Moderate
- Limited
- None

26. Analyze and interpret written and numerical data.

**Ability**

- Extensive
- Moderate
- Limited
- None

27. Communicate effectively and tactfully.

**Ability**

- Extensive
- Moderate
- Limited
- None

28. Obtain pertinent information to resolve issues.

**Ability**

- Extensive
- Moderate
- Limited
- None

29. Prepare complete and concise oral and written reports.

**Ability**

- Extensive
- Moderate
- Limited
- None

30. Maintain confidentiality of sensitive information gathered from all sources.

**Ability**

- Extensive
- Moderate
- Limited
- None

31. Establish and maintain effective working relationships.

**Ability**

- Extensive
- Moderate
- Limited
- None

32. Exercise tact, diplomacy and flexibility.

**Ability**

- Extensive
- Moderate
- Limited
- None

33. Operate computer equipment and utilize computer databases and programs.

**Ability**

- Extensive
- Moderate
- Limited
- None

34. Accurately and quickly enter data into a computerized database.

**Ability**

- Extensive
- Moderate
- Limited
- None

35. Recognize questions or situations outside area of responsibility or knowledge and refer them to the appropriate source.

**Ability**

- Extensive
- Moderate
- Limited
- None

36. Utilize automated tools to communicate with stakeholders.

**Ability**

- Extensive
- Moderate
- Limited
- None

37. Work productively in a team environment.

**Ability**

- Extensive
- Moderate
- Limited
- None

**SECTION 3 – CUSTOMER/PUBLIC CONTACT**

Please indicate your experience performing duties that involve customer or public contact in each of the following areas by placing an "X" in the appropriate box.

	1 Year	2 Years	3 Years	More than 3 Years	Organization
State/Federal Level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
County/ District Level	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Financial Institution	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Insurance Company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

**SECTION 4 – COUNTY CHILD SUPPORT**

Please indicate your experience performing collection and/or regulation and policy enforcement within a county child support office.

	1 Year	2 or More Years	County
Child Support Caseload Management	<input type="checkbox"/>	<input type="checkbox"/>	
Child Support Financial Record Keeping	<input type="checkbox"/>	<input type="checkbox"/>	
Child Support Accounting Record Keeping	<input type="checkbox"/>	<input type="checkbox"/>	
Child Support Statistical Record Keeping	<input type="checkbox"/>	<input type="checkbox"/>	

**SECTION 5 – EXPERIENCE**

Please indicate your experience performing duties associated with explanation of policies, regulations or procedures.

	3 or more Years	Organization
State/Federal Level	<input type="checkbox"/>	
County/District Level	<input type="checkbox"/>	
Financial Institution	<input type="checkbox"/>	
Insurance Company	<input type="checkbox"/>	
Other	<input type="checkbox"/>	

**SECTION 6 – EDUCATION**

Please indicate how many college level units you have earned.

30-60 Semester Units Or 45-90 Quarter Units	<input type="checkbox"/>	60-90 Semester Units Or 90-135 Quarter Units	<input type="checkbox"/>	90-120 Semester Units Or 135-180 Quarter Units	<input type="checkbox"/>	120 + Semester Units Or 180 + Quarter Units	<input type="checkbox"/>
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## AFFIRMATION STATEMENT

Government Code Section 18935:

The board may refuse to examine or, after examination, may refuse to declare as an eligible or may withhold or withdraw from certification, prior to appointment, anyone who comes under any of the following categories:

- j. Has intentionally attempted to practice any deception or fraud in his or her application, or in his or her examination or in securing his or her eligibility.

I hereby certify and understand that the information provided by me on this questionnaire is true and complete to the best of my knowledge and contains no willful misrepresentation or falsifications. I also understand that if it is discovered that I have made any false representations, I will be removed from the list resulting from this examination and may not be allowed to compete in future examinations for State employment. If it is discovered that I have made any false representations after being appointed to a position, I may have adverse action taken against me, which could result in dismissal.

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Name (printed):** \_\_\_\_\_

**Contact Information:**

**Address:** \_\_\_\_\_

**City, State, Zip:** \_\_\_\_\_

**Home Number:** \_\_\_\_\_

**Work Number:** \_\_\_\_\_