"The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation."

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

CHILD SUPPORT SPECIALIST, DEPARTMENT OF CHILD SUPPORT SERVICES

CONTINUOUS TESTING

OPEN/SPOT: SACRAMENTO COUNTY **4BRBB**

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORK PLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

FILING AND PROCESSING INFORMATION

Continuous Filing and Testing

This is an open, continuous filing and testing examination. Career credits do not apply. Applicants who meet the minimum qualifications may apply for and take this examination. Meeting the minimum qualifications to compete in the Child Support Specialist, Department of Child Support Services exam does not ensure placement on the eligible list. Competitors must successfully pass the examination. Candidates who have taken and passed the examination may not retest for twelve (12) months.

HOW TO APPLY

To apply for this examination, you must submit a complete examination application package. The following documents comprise a complete application package:

- **Completed Employment Application (STD. 678)**
- **Qualifications Assessment Questionnaire**
- **Affirmation Statement**
- **Evidence of completion (copy) of the education requirement**

To obtain copies of the Employment Application, the Qualifications Assessment Questionnaire, and the Affirmation Statement, go to the following link http://www.childsup.ca.gov/Home/Careers/ExaminationBulletins.aspx

Please complete and submit your examination package to the:

California Department of Child Support Services
Personnel Services Section/Exam Unit
11150 International Drive
Rancho Cordova, CA 95670

Or mail to
California Department of Child Support Services
Personnel Services Section/Exam Unit
P.O. Box 419064 MS 631
Rancho Cordova, CA 95741-9064

Application packages submitted without these documents may be rejected.

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES OR STATE PERSONNEL BOARD.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

CONTINUOUS FILING

The California Department of Child Support Services will accept applications on a continuous basis.

POSITION DESCRIPTION AND LOCATION

The Child Support Specialist, Department of Child Support Services is the recruiting, developmental, and first journey level in this series. Under supervision, work and maintain an inventory of manual child support collection/dishonored payments; locate, analyze, and validate Non-Custodial Parent (NCP) account information including all assets; write and submit case resolution summaries; document actions taken on accounts (e.g., skip tracing, phone contacts, and/or correspondence sent); review Child Support Technician, Department of Child Support Services, staff work and recommendations; research and resolve customer service financial inquiries; provide leadership and guidance by acting as a technical expert, reviewing the more complex work of Technicians within the team; recommend actions that may be taken to improve the quality of collection accounts and the timeliness of actions; assist in identifying the training and development needs of each member of the team; conduct formal and informal training; work with other leads to develop and maintain consistent guidelines for review and recommend improvements that will produce a more efficient flow of work within the program; represent the work unit at external and internal meetings; prepare reports discussing trends and make recommendations; and provide procedures to Local Child Support Agency (LCSA) representatives regarding roles and responsibilities of LCSAs and State regarding nonsufficient fund (NSF) collections.

Positions exist with the Department of Child Support Services in Rancho Cordova.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken. It is your responsibility to make sure you meet the minimum qualifications. Your signature on your application indicates that you have read, understood, and possess the basic qualifications required.

EITHER I

Six months of experience in the California state service performing debt collection, child support collection or analysis, or related financial management duties equivalent to a Child Support Technician, Department of Child Support Services, Range B.

OR II

One year of experience in the California state service performing debt collection, child support information, or financial processing duties in a class equivalent in level to a Program Technician II.

OR III

Experience: One year of county child support caseload management and/or county child support fiscal/financial management experience that includes the collection, disbursement, and tracking of county child support accounting functions comparable in responsibility to a Child Support Technician, Department of Child Support Services, Range B.

AND

Education: Equivalent to completion of 60 semester or 90 quarter units of college, which must include at least one course each in basic accounting or federal or state business or commercial law. Students who have completed at least 30 semester or 45 quarter units of college will be admitted to the examination, but must produce evidence of completion of the 60 or 90 units before they can be considered eligible for appointment. (Applicants must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.) Additional experience may be substituted for the required general education on the basis of one year of experience being equal to 30 semester or 45 quarter units. No substitution is permitted for the specific course work required.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION (Cont.)

OR IV

Experience: One year of experience, or the equivalent, in one or a combination of the following:

1. Management activities as owner or manager of a business in the marketing, distribution, and sale of merchandise, which requires broad public or customer contacts. Or

2. Activities as a credit manager, loan officer, or collector with responsibilities involving the approval of loans or credit or the collection of delinquent accounts.

AND

Education: Equivalent to completion of 60 semester or 90 quarter units of college, which must include at least one course each in basic accounting or federal or state business or commercial law. Students who have completed at least 30 semester or 45 quarter units of college will be admitted to the examination, but must produce evidence of completion of the 60 or 90 units before they can be considered eligible for appointment. (Applicants must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.) Additional experience may be substituted for the required general education on the basis of one year of experience being equal to 30 semester or 45 quarter units. No substitution is permitted for the specific course work required.

OR V

Equivalent to graduation from college, which must include at least one course each in basic accounting or federal or state business or commercial law; and one course in either economics, business administration, or public administration. (Registration as a senior in a recognized institution will admit applicants to the examination, but they must produce evidence of graduation or its equivalent before they can be considered eligible for appointment.) (Applicants must indicate the following regarding the required courses: title, number of units, name of institution, and completion date.) Persons who will complete course work requirements outlined under Patterns III, IV, and V above during the current quarter or semester will be admitted to the examination, but they must produce evidence of successful completion of the curriculum and the prescribed courses before they may be considered eligible for appointment.

Note: Evidence of completion of required course work or enrollment must be attached to your application at the time of filing (i.e., copy of Transcripts). Applications received without this information may be rejected.

SALARY RANGE

A $3168 – $3599 per month
B $3268 – $3895 per month
C $3918 – $4906 per month

EXAMINATION INFORMATION

Qualifications Assessment Questionnaire – Weighted 100%

This examination consists of a Qualifications Assessment Questionnaire weighted 100%. To obtain a position on the eligible list, a minimum rating of 70% must be attained.

SCOPE

In addition to evaluating the candidate's relative abilities as demonstrated by quality and breadth of experience, emphasis will be on measuring competitively, relative to job demands, each candidate's:

A. Knowledge of:

1. Basic accounting practices.

SCOPE (cont.)

2. Types of business organizations.
3. Basic business practices and management.
4. Programs, policies and Federal and State laws governing DCSS.
5. The functions, applications, or processes administered and performed by the department.
6. Effective and assertive interviewing techniques.
7. Compliance and enforcement techniques and procedures.
8. Information technology systems relevant to work, including automated and non-automated databases and sources of information used to locate individuals and assets.

B. Ability to:

1. Communicate effectively.
2. Reason logically and creatively and utilize a variety of analytical techniques to evaluate situations, resolve problems, and develop solutions.
3. Analyze child support case and account history and patterns of payments.
4. Link and unlink child support participants.
5. Exercise good judgment.
6. Provide excellent customer service using good communication skills.
7. Provide good resolutions to problems.
8. Prepare complete and concise reports.
9. Maintain confidentiality.
10. Utilize automated tools to communicate with customers.
11. Establish and maintain effective working relationships with others in a team environment.

SPECIAL PERSONAL CHARACTERISTICS

Employees should have a demonstrated ability to act independently with initiative, flexibility, and tact; demonstrate the capacity for assertiveness, firmness, and discretion in communications with the public, while maintaining courtesy, efficiency, and effectiveness.

ELIGIBLE LIST INFORMATION

The names of successful competitors will be merged onto the eligible list in order of final test scores regardless of test date. Competitor's eligibility will expire in 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Competitors must then retest to reestablish eligibility.

VETERANS PREFERENCE

Veterans Preference will be granted in this examination. Effective January 1, 2014, in accordance with Government Code 18973.1 and 18973.5, whenever any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran achieves a passing score on an open examination, he or she shall be ranked in the top rank of the resulting eligibility list. This section shall not apply to any veteran who has been dishonorably discharged or released.

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Child Support Services (DCSS) is committed to a strong policy of equal employment opportunity. To this end, DCSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by DCSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

It is the candidate's responsibility to contact California Department of Child Support Service's Examination Unit at (916) 464-5200 four weeks after the application submission date if he/she has not received correspondence regarding the examination.

GENERAL INFORMATION (CONTINUED)

For an examination without a written feature it is the candidate's responsibility to contact the California Department of Child Support Service's Examination Unit at (916) 464-5200 three weeks after the final filing date if he/she has not received a progress notice.

Applications are available at State Personnel Board offices, local offices of the Employment Development Department, Department of Child Support Services and at www.jobs.ca.gov.

If you meet the requirements stated on the bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in this examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The California Department of Child Support Services and The California Department of Human Resources reserve the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

Veterans' Preference: Effective January 1, 2014, in accordance with Government Code 18973.1 and 18973.5, Veterans' Preference will be awarded as follows: 1.) Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for Veterans' Preference. 2.) An entrance examination is defined, under the law, as any open competitive examination. and 3.) Veterans' Preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at http://jobs.ca.gov/Job/VeteransInformation, and the Department of Veterans Affairs.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, an investigation may be made of employment records and personal history. Fingerprinting may also be required.

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES
P. O. BOX 419064 – MS 631
RANCHO CORDOVA, CA 95741-9064
For the hearing impaired, call the California Relay Service:
From TTY phones: 1-800-735-2929
From voice phones: 1-800-735-2922
DCSS TTY telephone number: Sacramento (916) 464-5624
TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY device.