



California Department of Child Support Services

CHILD SUPPORT SPECIALIST, 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 Specialist, 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 Specialist, Department of Child Support Services examination:

- Employment Application (STD 678) available at: State Personnel Board (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 SPECIALIST, 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 Specialist, 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 SPECIALIST

PATTERN I - EXPERIENCE

Yes No

Do you have 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?

PATTERN II - EXPERIENCE

Yes No

Do you have 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?

PATTERN III - EXPERIENCE and EDUCATION

Yes No

Do you have 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

Do you have an 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.

1. 60 semester units - Yes No or
2. 90 quarter units - Yes No or
3. Currently enrolled with 30 semester or 45 quarter units - Yes No or
4. Two years of additional experience - Yes No

AND

Basic accounting

AND

federal or state business or commercial law

Completion Date: _____

Completion Date: _____

PATTERN IV - EXPERIENCE and EDUCATION

Yes **No**

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

Do you have an 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.

- 1. 60 semester units - **Yes** **No** **or**
- 2. 90 quarter units - **Yes** **No** **or**
- 3. Currently enrolled with 30 semester or 45 quarter units - **Yes** **No** **or**
- 4. Two years of additional experience - **Yes** **No**

AND

Basic accounting **AND** federal or state business or commercial law

Completion Date: _____ Completion Date: _____

PATTERN V - EDUCATION

Yes **No**

Do you have the 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.

- 1. Equivalent to graduation from college - **Yes** **No** **or**
- 2. Registered as a senior in a recognized institution - **Yes** **No**

AND

1. Basic accounting Completion Date: _____
2. Federal or state business or commercial law Completion Date: _____
3. Economics, business administration, or public administration
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.

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.

1. Interpret laws, rules, and guidelines governing case and/or financial management.

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. Apply laws, rules, and guidelines governing case and/or financial management to resolve issues or answer questions.

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. Analyze operational processes and procedures to identify business impact.

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. Recommend options for remediation of ineffective operational 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

5. Communicate with stakeholders to provide department policy interpretation and guidance.

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. Respond to stakeholders by telephone and/or written correspondence regarding questions or 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

7. Educate stakeholders on compliance with the collection process in a clear and professional manner.

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. Act as a technical expert to provide guidance in resolving the more complex and sensitive work.

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. Analyze data from a variety of systems to determine an appropriate or necessary course of action.

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. Monitor and document actions taken on case and/or financial management and report results.

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. Participate in discussions and provide input on process improvements.

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. Determine if the automated processes are working correctly and take the appropriate action.

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. Manage a workload of accounts to resolve issues in an effective, efficient, and timely manner.

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. Analyze system issues to identify the impact and recommend potential alternative solutions.

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. Develop and maintain consistent guidelines that will produce a more efficient work flow.

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. Evaluate and determine if policies and procedures are effective in order to make recommendations for operation enhancements including design and testing.

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. Assist in the development and maintenance of reporting processes to improve the efficiency and quality of monitoring programs.

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

18. Track assigned workload and report as needed to appropriate stakeholders.

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

19. Assist in the development of issue/decision papers and prepare reports.

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

20. Write case resolution summaries and report results.

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

21. Initiate and/or respond to various communications from stakeholders to determine an appropriate or necessary course of action.

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

22. Work independently and in a team environment to improve quality of service and maintain stakeholder's satisfaction.

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

23. Research electronic databases to obtain information, analyze findings, and communicate results to stakeholders.

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

24. Research and resolve customer service case and/or financial inquiries.

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

25. Prepare and present training to unit staff and other stakeholders.

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

26. Utilize the available technology (i.e., computers, software, web, telecommunications, etc.) to increase the effectiveness and efficiency of an organization's operation.

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.

KNOWLEDGE IN:

27. Accounting practices and principles related to data and/or financial resolution.

Knowledge

- Extensive
 Moderate
 Limited
 None

28. Types of business organizations connected with tax issues, legal issues, and financial concerns.

Knowledge

- Extensive
 Moderate
 Limited
 None

29. Basic business and management practices related to carrying out the objective of an organization.

Knowledge

- Extensive
- Moderate
- Limited
- None

30. Methods related to collection of data and/or payment processing.

Knowledge

- Extensive
- Moderate
- Limited
- None

31. Information technology systems, including automated and non-automated databases used for collection of data and/or financial data.

Knowledge

- Extensive
- Moderate
- Limited
- None

32. Assertive interviewing techniques to obtain pertinent information to resolve issues.

Knowledge

- Extensive
- Moderate
- Limited
- None

SKILL TO:

33. Apply interpersonal skills to secure and maintain the cooperation of others at all levels of an organization.

Skill

- Extensive
- Moderate
- Limited
- None

34. Apply written and verbal communication techniques to obtain accurate information and provide assistance.

Skill

- Extensive
- Moderate
- Limited
- None

35. Use good judgment in order to make quality decisions.

Skill

- Extensive
- Moderate
- Limited
- None

36. Provide leadership and guidance by evaluating situations quickly and accurately to take an effective course of action.

Skill

- Extensive
- Moderate
- Limited
- None

37. Work independently to complete work quickly and efficiently with minimal guidance or detailed instructions.

Skill

- Extensive
- Moderate
- Limited
- None

ABILITY TO:

38. Communicate effectively and tactfully with all stakeholders to provide program specific information, answer questions, and/or address issues.

Ability

- Extensive
- Moderate
- Limited
- None

39. Reason logically and creatively to evaluate situations and resolve problems.

Ability

- Extensive
- Moderate
- Limited
- None

40. Extract relevant data and information to analyze cases, account history, and/or patterns of payments for financial and data resolution.

Ability

- Extensive
- Moderate
- Limited
- None

41. Exercise good judgment when handling sensitive and confidential information.

Ability

- Extensive
- Moderate
- Limited
- None

42. Provide excellent customer service using good verbal communication in person or by telephone in a clear and concise manner to exchange pertinent information.

Ability

- Extensive
- Moderate
- Limited
- None

43. Analyze situations to provide a solid resolution in a timely manner.

Ability

- Extensive
- Moderate
- Limited
- None

44. Prepare and complete reports to provide information and/or documentation for projects and/or assignments.

Ability

- Extensive
- Moderate
- Limited
- None

45. Handle all confidential information with high regard.

Ability

- Extensive
- Moderate
- Limited
- None

46. Utilize automated tools to communicate with customers.

Ability

- Extensive
- Moderate
- Limited
- None

47. Establish and maintain effective working relationships.

Ability

- Extensive
- Moderate
- Limited
- None

48. Work effectively in a team environment to achieve a common goal.

Ability

- Extensive
- Moderate
- Limited
- None

49. Act independently with initiative, flexibility, and tact.

Ability

- Extensive
- Moderate
- Limited
- None

50. Demonstrate the capacity for assertiveness, firmness, and discretion in communications with the public while maintaining courtesy, efficiency, and effectiveness.

Ability

- Extensive
- Moderate
- Limited
- None

SECTION 3 – CASE AND/OR FINANCIAL MANAGEMENT

Please indicate your experience performing technical, analytical, and consultative work in each of the following areas by placing an "X" in the appropriate box.

	Two or More Years
State Level	<input type="checkbox"/>
Federal Level	<input type="checkbox"/>
County Level	<input type="checkbox"/>
District Level	<input type="checkbox"/>
Financial Institution	<input type="checkbox"/>
Insurance Company	<input type="checkbox"/>

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: _____