



**NORTH DAKOTA
CLASS DESCRIPTION**

ND Human Resource Management Services
Phone: (701) 328-3290

Class Code: 4048

DIRECTOR, CHILD SUPPORT ENFORCEMENT DIVISION

GRADE Q

SCOPE OF WORK:

Work involves responsibility for the overall direction and supervision of the Child Support Enforcement Division, including the state office and the regional offices and coordination of services with the county social service boards and county clerks of court.

DUTIES PERFORMED:

- Plan, develop, implement, and coordinate all aspects of a statewide Child Support Enforcement program that includes paternity establishment, establishment and enforcement of child support and medical support orders, location of noncustodial parents, management of an automated system and centralized receipt and disbursement of child support collections, and providing support services.
- Develop, implement, monitor, and evaluate a variety of systems, programs, and services that support the Child Support Enforcement Division such as a certifiable computer system FACES (Fully Automated Child Support Enforcement System), a self-assessment program, a help desk and customer service component, State Directory of New Hires, and Parent Locate Service.
- Determine, monitor, and evaluate overall goals, objectives, policies, and procedures for the Division.
- Monitor state and federal laws/rules/regulations to ensure program is providing necessary services statewide; implement changes as necessary to comply with requirements.
- Assist in drafting and obtaining passage of proposed legislation.
- Plan, initiate, and direct the administrative rules process for the Child Support Enforcement program.
- Represent Division at hearings and public meetings.
- Promote, develop, and implement cooperative agreements with other public and private agencies to provide and expand services, and enhance communications and customer service.
- Respond to written and oral correspondence regarding services, operations, and general information from a variety of sources.
- Develop and implement multiple means of communication with customers and system users including help desk, users groups, brochures, websites, newsletters, videos, and computer programs.
- Provide supervision to Division staff and indirect program supervision to regional office staff.
- Develop and administer biennial budget; establish internal controls to monitor revenues and expenditures.

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned any individual employee are at the discretion of the appointing authority.

MINIMUM QUALIFICATIONS:

Requires a bachelor's degree and six years of work experience in senior level administration or program management that included significant responsibility for managing fiscal resources, supervision of staff, technical writing and public speaking. A master's degree or other advanced education may substitute for up to two years of the work experience requirement.

Eff. Date: 1/01

Rev: 2/05 – Changed factoring and grade level

Rev: 9/10 – Changed minimum qualifications and updated scope of work

Rev: 7/12 – Conversion to Hay System