



CHILD SUPPORT PAYMENT SERVICES

SCOPE OF WORK:

Work involves responsibility for the financial processing of child support payments in a statewide central receipting and disbursement unit.

DUTIES PERFORMED AT ALL LEVELS:

- Maintain an assigned caseload; review, analyze, interpret, and monitor case files; compile and prepare case summaries of payment histories.
- Research, analyze, and respond to questions verbally or in writing from custodial and non-custodial parents, individuals, state officials, and private and public agencies regarding the collections and disbursement of child support payments; interpret and explain procedures and rules.
- Research, review, compile, and prepare payment history financial spreadsheets to determine proper allocation of funds.
- Determine the correct payment distribution pursuant to federal law, pro-ration regulations, and court orders.
- Provide technical assistance to users of the Fully Automated Child Support Enforcement System (FACSES) including clerks of court, Regional Child Support Enforcement Units, and the State Disbursement Unit.
- Assist with receipting and disbursement process of child support payments.
- Research system problems and provide suggestions for solutions; monitor cases to ensure resolution.

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

CHILD SUPPORT PAYMENT TECHNICIAN

4208

GRADE E

LEVEL DEFINITION:

Individuals at this level generally perform duties in a training capacity and under close supervision.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Assist in the analysis and monitoring of financial transactions, records, reports, and information from the FACSES, Very Intelligent Payment Recognition System

(VIPRS), Technical Eligibility Computer System (TECS), case file notes, payment records, court orders, clerks of court, and state and federal guidelines to ensure accuracy of payment receipting and distribution processing.

MINIMUM QUALIFICATIONS:

Requires an associate degree in an office support, business, or computer-related field and two years of work experience providing payment/account information or processing payments/claims of a financial, insurance, or benefits nature that included customer problem resolution. The hiring authority, at the time of recruitment, may substitute additional work experience for the degree requirement on a year-for-year basis.

CHILD SUPPORT PAYMENT SPECIALIST

4209

GRADE I

LEVEL DEFINITION:

Individuals at this level generally perform duties with minimal supervision and at the fully qualified level.

ADDITIONAL DUTIES PERFORMED AT THIS LEVEL:

- Research, review, analyze, interpret, and monitor financial transactions, records, reports, and information from the Fully Automated Child Support Enforcement System (FACSES), Very Intelligent Payment Recognition System (VIPRS), Technical Eligibility Computer System (TECS), case file notes, payment records, court orders, clerks of court, and state and federal guidelines to ensure accuracy of payment receipting and distribution processing.
- Assist in drafting, reviewing, and updating user worksheet manuals, State Disbursement Unit manuals, policies, and procedures as necessary.
- Prepare, organize, and conduct worksheet process training for state and regional child support staff.
- Research and recommend corrections and adjustments to ensure allocations are processed correctly within the FACSES and VIPRS programs.
- Provide guidance and training to Child Support Payment Technicians.
- Perform special assignments.

MINIMUM QUALIFICATIONS:

Requires an associate degree in an office support, business, or computer-related field and two years of work experience providing payment/account information or processing payments/claims of a financial, insurance, or benefits nature that included customer problem resolution plus one year of work experience processing payments in a child support enforcement unit. The hiring authority may, at the time of recruitment,

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substitute additional work experience for the degree requirement on a year-for-year basis.

Eff. Date: 7/01 – Replaces 4204 Child Support Payment Specialist
Rev: 7/12 – Conversion to Hay System