



**NORTH DAKOTA
CLASS DESCRIPTION**

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

Class Codes:
4209

CHILD SUPPORT CUSTOMER SUPPORT SPECIALIST

SCOPE OF WORK:

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

DUTIES PERFORMED

- 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.

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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.
- 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. The hiring authority may, at the time of recruitment, 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

Rev: 10/19: Deleted class 4208, changed title of 4209, updated minimum qualifications