



CITY AND COUNTY OF DENVER

Career Service Authority
201 W Colfax Ave, Dept 412, Wellington E. Webb
Municipal Office Building
Denver, CO 80202

<http://www.denvergov.org/jobs>

**INVITES APPLICATIONS FOR THE POSITION OF:
Child Support Enforcement Technician**

An Equal Opportunity Employer

SALARY

\$35,887.00 - \$52,383.00 Annually

OPENING DATE: 05/08/08

CLOSING DATE: 05/22/08

THE POSITION

The City and County of Denver's Department of Human Services, Child Support Division is seeking qualified candidates for the position Child Support Enforcement Technician.

This class performs paraprofessional legal work authorized by Title IV-D of the Social Security Act providing services relating to establishment of paternity, and the establishment, modification, or enforcement of child support obligations.

Candidates with Paralegal certifications are encouraged to apply

JOB RESPONSIBILITIES

The Child Support Enforcement Technician manages a caseload of 500-600 cases in the Child Support Enforcement Division.

The Technician is responsible for monitoring and tracking their caseload to accomplish the established 2007-2008 Strategic Plan performance goals.

The Technician monitors cases for appropriate actions when establishing or enforcing child support orders.

To provide quality, timely and professional Child Support services to Public Assistance and Non Public Assistance applicants in the collection of child support.

Initiating new cases, establishing paternity and support, modifying orders and enforcing support orders. Ensure that State and Federal child support laws, policy and procedures are followed according to recognized timeframes.

QUALIFICATIONS

Associate Degree in Business, Accounting, Management, Criminal Justice, Psychology, Human Services, English or related field.

Experience Requirement:

One (1) year of experience performing child support enforcement, collections, investigations, case management or a related field.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

The ideal candidate should have experience with Microsoft Office Products and knowledge of ACSES (Automated Child Support Enforcement System)

ADDITIONAL INFORMATION Grade 616L

Testing

100% Evaluation of Education/ Training and Experience

The Department of Human Services will conduct criminal background checks as part of the hiring process. Successful candidates must be able to successfully complete this criminal background investigation.

Denver Human Services promotes the well-being, protection and independence of Denver residents through its many services for low-income and at-risk families, children, seniors and other adults.

Applicants are encouraged to apply on line at www.denvergov.org.

Questions? Contact Francine Crusan at 720-944-2849, or francine.crusan@ci.denver.co.us

For more information regarding Denver Human Services, please visit our website www.denvergov.org/HumanServices/

RESUMES MAY BE FILED ONLINE AT:

<http://www.denvergov.org/jobs>

EXAM #03993
CHILD SUPPORT ENFORCEMENT TECHNICIAN
FC

1. Information provided on the application / resume is used to determine if a candidate meets minimum qualifications. Only information provided at the time of the application being completed will be considered, and additional information that is not listed on either the application or an attached resume may not be considered when deciding if a candidate meets or does not meet the qualifications. Applicants are **STRONGLY** encouraged to include all information and details on their application and attached resumes.

I understand and agree that only information provided at the time of my application / resume will be used to determine if I meet the minimum requirements for this position.

2. The following supplemental questions may be used as a scored evaluation of your knowledge, skills and experience. Be certain that the choices you make correspond to the information you have provided on your application/resume. Please be as honest and accurate as possible. You may be asked to demonstrate your knowledge and skills in a work sample or during a hiring interview. By completing this supplemental evaluation you are attesting that the information you have provided is accurate. Any information you provide may be reviewed by the hiring manager. Any misstatements or falsification of information may eliminate you from consideration or may result in dismissal.

Yes I understand and agree

No I do not agree

3. Describe your experience performing child support enforcement, collections, investigations, case management. Include the company name and dates of employment; the name of the person you reported to and their title.

4. Describe your knowledge of laws, legal codes, court procedures, precedents, legal practices and documents, government regulations, executive orders, agency rules, and government organization and functions. Include the company name and dates of employment; the name of the person you reported to and their title.

5. Describe your experience in problem solving, including how you identified and analyzed problems, used sound reasoning to come to conclusions, and found alternative solutions to solve complex problems. Include the company name and dates of employment; the name of the person you reported to and their title.

6. Describe your experience in negotiations, specifically how you work with several different entities to come to a common ground or understanding on an issue. Include the company name and dates of employment; the name of the person you reported to and their title.

7. Describe your experience implementing policy and procedures according to recognized timeframes. Include the company name and dates of employment; the name of the person you reported to and their title.

8. Where specifically did you find out about this opening and/or whom can we thank for the referral?