

County of Santa Cruz

INVITES YOU TO APPLY FOR:



CHILD SUPPORT SPECIALIST III

Supplemental Questionnaire Required

Promotional Only

Job # 25-BY3-01

Salary: \$6,099 – 7,711 / Month

Closing Date: Monday, August 8, 2025

County Equity Statement

Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.

Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.

THE JOB: Under direction, perform highly complex and responsible work with a considerable consequence of error including para-professional accounting or legal work; initiate complex actions to establish and enforce support orders; establish paternity in child support cases or audit and adjust support accounts; obtain necessary facts and information to support and document actions; and perform related work as required. This “super” journey level class differs from other classes of Child Support Specialist in that the work of the Child Support Specialist III is of a greater degree of difficulty, requires greater knowledge and skill, and has a higher consequence of error. Incumbent serves as a lead worker and provides training, mentoring, and assistance to subordinate workers in their unit; independently evaluate support cases and select the most appropriate course from a range of alternatives to establish or obtain compliance with support orders. Gather information from a variety of sources to provide documentation for legal action in difficult or specialized cases. **The list established will be used to fill the current vacancy and it may also be used to fill other vacancies during the life of the eligible list.**

THE REQUIREMENTS: Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be:

Two years of experience comparable to a Child Support Specialist II in Santa Cruz County.

OR

Two years of experience, which would directly relate to the knowledge and abilities listed below.



Special Requirements: Special Working Conditions: Exposure to possible hostile reactions from Child Support clients; physically and mentally capable of performing the position's essential functions as summarized in the typical tasks. **Schedule:** May work an alternate schedule, including evenings and/or weekend work. **Fingerprint/Background Investigation:** Ability to pass a background investigation. Fingerprinting is required.

Knowledge: Thorough knowledge of the Child Support Specialist typical tasks, including interviewing techniques for gathering factual information from a wide variety of people and generating legal actions to establish paternity and child support and to enforce child support obligations. Working knowledge of standard office procedures and record keeping practices; common legal terminology, legal documents and basic civil procedures; methods and techniques used in determining financial assets and making collections; automated child support case management systems; and providing information and assistance to a wide variety of people. Some knowledge of human motivation and behavior and County personnel practices.

Ability to: Independently evaluate data on delinquent or non-paying child support cases and contested paternity cases to determine and initiate appropriate legal actions; exercise resourcefulness and ingenuity in gathering information from a wide variety of sources to provide documentation for legal action; read, understand, explain and apply complex laws and regulations; serve as lead worker in a team environment; establish effective rapport with complainants, absent parents and potential witnesses to obtain confidential and personal information and elicit cooperation; compose correspondence; gather data and produce statistical reports; establish priorities and schedule work to meet deadlines; maintain accurate records; make arithmetic computations; input, access and analyze data using a computer; and type at a minimal rate of speed.

THE EXAMINATION: Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

HOW TO APPLY: Apply online at www.santacruzcountyjobs.com or mail/bring an application and supplemental questionnaire to: Santa Cruz County Human Resources Department, 701 Ocean Street, Suite 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Human Resources Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

Women, people of color and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

CHILD SUPPORT SPECIALIST III – SUPPLEMENTAL QUESTIONNAIRE

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.

1. Describe your experience serving as a lead worker on a project by explaining what your role was, the problems/situations you encountered and how you solved the problems/situations.

EMPLOYEE BENEFITS:

ANNUAL LEAVE – 22 days first year, increasing to 37 days after 15 years of service. Available for vacation and/or sick leave.

HOLIDAYS – 14 paid holidays per year.

BEREAVEMENT LEAVE – 3 days paid in California, 5 days paid out-of-state.

MEDICAL PLAN – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

DENTAL PLAN – County pays for employee and eligible dependent coverage.

VISION PLAN – County pays for employee coverage. Employee may purchase eligible dependent coverage.

RETIREMENT – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013(PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

LIFE INSURANCE – County paid \$20,000 term policy. Employee may purchase additional life insurance.

DISABILITY INSURANCE – Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

DEPENDENT-CARE PLAN – Employees who make contributions for child or dependent care may elect to have their contributions made utilizing "pre-tax dollars."

H-CARE PLAN – Employees who pay a County medical premium may elect this pre-tax program.

HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA) – Employees may elect this pre-tax program to cover qualifying health care expenses.

DEFERRED COMPENSATION – A deferred compensation plan is available to employees.

Note: Provisions of this bulletin do not constitute an expressed or implied contract.

County of Santa Cruz

www.santacruzcountyjobs.com

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