

County of Santa Cruz

INVITES YOU TO APPLY FOR:



CHILD SUPPORT MANAGER

Supplemental Questionnaire Required

Open and Promotional

Job # 25-US6-01

Salary: \$9,195 – 12,274 / Month

Closing Date: Friday, May 16, 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 general direction, plan, organize, and direct a division of the Department of Child Support Services and perform other work as required. This single position class serves as a program manager and reports to the Director of Child Support Services. The incumbent is responsible for managing performance measures, supervising, and evaluating staff and developing methods and procedures to implement complex Child Support related legislation.

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:

Equivalent to graduation from college with completion of the core courses for a degree in Business Administration, Accounting, Public Administration, or related fields and three years of increasingly responsible professional administrative staff experience which included at least one year of experience supervising staff and provided familiarity with the Child Support or similar collection program.

Special Requirements: Fingerprinting and ability to pass a background investigation are required.

Knowledge: Thorough knowledge of the principles and practices of administration and organization and fiscal and program management. Working knowledge of federal and state laws pertaining to child support; the principles and techniques of administrative survey, evaluation, and analysis; the principles and practices of public budgeting, accounting, and finance; the principles and practices of supervision and training; the application of data processing to departmental operations; and collection techniques.



Ability to: Plan, organize, supervise and evaluate the work of subordinate staff; establish and maintain effective working relationships with others; develop and implement a program budget and project revenues and expenditures; define, analyze, evaluate and solve administrative personnel and fiscal problems; interpret, analyze, explain and apply laws, rules and regulations; prepare clear and concise oral and written reports; and learn to operate a computer to input, access and analyze data.

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 Personnel Department, 701 Ocean Street, Room 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 Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

Women, minorities 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 MANAGER – 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 in a supervisory position helping guide and motivate staff to achieve superior results. Include in your response the number of employees, their titles, and the scope of your supervisory responsibilities.
2. Describe a project that you implemented to improve one or more of the Federal Performance Measures. Please be specific and provide details on the implementation and outcome of the project.
3. Describe a project you were responsible for that demonstrates your experience in administrative survey, evaluation, analysis, and implementation.

EMPLOYEE BENEFITS:

VACATION – 16 days 1st year, increasing to 31 days per year after 15 years of service. Available after 1 year of service.

ADMINISTRATIVE LEAVE – One week advanced upon appointment; two weeks accrued each year; can be taken in cash or time off.

HOLIDAYS – 14 paid holidays per year.

SICK LEAVE – Six days per year.

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

MEDICAL PLAN – The County contracts with CalPERS to offer a range of medical plans. For most of these plans, the County covers the majority of the premiums for employees and eligible dependents.

DENTAL PLAN – Depending on the plan, the County may cover the cost of employee and eligible dependent coverage.

VISION PLAN – The County covers the cost of employee coverage, and the employee has the option to purchase coverage for eligible dependents.

RETIREMENT AND SOCIAL SECURITY – 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 \$50,000 term policy. Employee may purchase additional life insurance.

LONG TERM DISABILITY PLAN – Plan pays 66 2/3% of the first \$13,500, up to \$9,000 per month maximum.

DEPENDENT-CARE PLAN – Employees who pay for qualifying child or dependent care expenses may elect this pre-tax program.

H-CARE PLAN – Employees paying a County medical premium may choose to participate in 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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