



County of Santa Cruz

Invites you to apply for:

CHILD SUPPORT SPECIALIST I

Bilingual (English/Spanish) Candidates
Encouraged to Apply

Open and Promotional

Salary: \$4,793 – 6,063 Monthly

Closing Date: Friday, September 12, 2025

SUPPLEMENTAL QUESTIONNAIRE REQUIRED

Live here, Work here, Play here

www.santacruzcountyjobs.com

THE POSITION:

Under general supervision, assist a diverse range of customers by providing guidance on the legal procedures for establishing and enforcing child support. Conduct interviews to collect accurate income information; use investigative tools and techniques to locate assets for court proceedings or collection efforts; and complete related work as required. **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 current vacancy is located in Watsonville. The option for some remote work may be available based on the type of work and operational needs, upon successful completion of job training.

SUMMARY OF QUALIFICATIONS:

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:

One year of journey level clerical experience involving some public contact.

SPECIAL REQUIREMENTS: LICENSE/CERTIFICATE:

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 section of the job specification. **Fingerprint/Background Investigation:** Ability to pass a background investigation. Fingerprinting is required.



KNOWLEDGE:

Working knowledge of record-keeping practices; methods of organizing work and interviewing techniques for gathering factual data. Some knowledge of common legal terminology, legal documents and legal procedures for enforcing payment of child and spousal support; methods and techniques used to locate assets, income and absent parents; how to access and input data into a computer; and word processing.

ABILITY TO:

Interview complainants and others to gather factual information; learn common legal terminology, types of documents and legal procedures used in child support; read, understand, explain and apply basic laws and regulations; make accurate arithmetic computations; establish priorities and schedule work to meet deadlines; establish effective rapport with client populations and others to obtain confidential information and elicit cooperation; maintain systematic and accurate records; communicate effectively orally and in writing; operate a computer terminal to input and access information and learn word processing.

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.



THE COMMUNITY:

Stunning Santa Cruz County has approximately 270,000 residents and is situated in the northern area of Monterey Bay, 70 miles south of San Francisco and 35 miles southwest of the Silicon Valley. The County's natural beauty is apparent in its pristine beaches, lush redwood forests, and rich farmland. The County enjoys an ideal Mediterranean climate with low humidity and approximately 300 days of sunshine a year. The area's unique shops and restaurants, coupled with a multitude of cultural and recreational activities, including theatre, music, art as well as golfing, surfing, hiking, and biking, offer a wealth of leisure activities. There are numerous local higher education institutions including Cabrillo College and the University of California, Santa Cruz, with two additional State Universities less than an hour away. These elements make Santa Cruz County a great place to live, work, and play!

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, Room 510, Santa Cruz, CA 95060. For information, please 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.

Some positions may require Fingerprinting and/or Background Investigation.

SUPPLEMENTAL QUESTIONS:

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 questions below as completely and thoroughly as possible, as your answers may be used to assess your qualifications for moving to the next step in the recruitment process.

1. Describe your education and experience in interpreting and applying laws and regulations.
2. Describe your training and experience with interviewing a diverse range of people to gather facts and finding financial assets for collection purposes.
3. Describe your experience managing multiple tasks at once while staying organized and maintaining accuracy in your work.

HIGHLIGHTED BENEFIT OFFERINGS:

Medical, Dental, and Vision

Medical coverage is available through CALPERS with the County paying a majority portion of the cost for the employee and dependents. The cost of the dental plan is entirely County-paid for employees and dependents. The County pays for the cost of an employee vision plan and the employee may purchase dependent coverage.

Retirement and Social Security

Pension formula 2% at age 50 or 2.7% at age 57 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 pays a portion of retirement contribution.

Life Insurance and Long-Term Disability Plan

County paid \$20,000 term life insurance policy. Employees may purchase additional life insurance. Employees in the General Representation Unit participate in the State Disability Insurance (SDI) program. This program is funded 100% by employee payroll deductions.

Paid Leave

Twenty-two days of vacation and/or sick leave allotted per year, increasing to 37 days per year after 15 years of service. The County observes 14 paid holidays per year.

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