



**COUNTY OF SACRAMENTO
DEPARTMENT OF PERSONNEL SERVICES
INVITES APPLICATIONS FOR:**

Child Support Program Manager

An Equal Opportunity Employer

Exam No: 27997-19-0

Closing Date: September 12, 2019

SALARY RANGE

\$48.27 - \$53.21
Hour

\$8,398.98 - \$9,258.54
Monthly

\$100,787.76 - \$111,102.48
Annually

POSITION INFORMATION

There is an additional 3.35% Management Differential which is added to the posted salary for this class.

The Child Support Program Manager, under general direction, directs and manages staff responsible for performing child support tasks involving establishment, collection, and distribution of child support and medical support within the Sacramento County Department of Child Support Services.

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EXAMPLES OF KNOWLEDGE AND ABILITIES

Knowledge of

- Principles and practices of management and organizational theory, including planning, organizational design, business finance, business development, project management, and organizational effectiveness
- Principles and practices of supervision, discipline, leadership, mentoring, and training
- Applicable federal, state, and local laws, codes, and regulations
- Operational characteristics, services, and activities of assigned programs and functions
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and other specialized applications related to area of assignment
- Specific procedures, rules, laws, and methodologies pertaining to child support services operations
- Basic budget preparation and control
- Techniques of interviewing and investigation to obtain information for child support cases
- Methods of automated and archival debt collection
- Resources available to locate individuals
- Court procedures
- Techniques of identifying and presenting evidence in court regarding child support cases
- Services of legal process
- English grammar, punctuation, spelling, and usage

Ability to

- Select, supervise, train, and evaluate staff
- Plan, coordinate, assign, and review the work of subordinate staff
- Investigate and resolve disciplinary issues
- Work independently, prioritize work, coordinate activities and meet critical deadlines
- Develop, monitor and interpret budgets and other financial documents
- Plan, manage, and complete complex work assignments

- Develop and maintain cooperative, effective working relationships with others
- Communicate clearly and concisely, both verbally and in writing
- Interpret and apply applicable federal, state, and local laws, codes, and regulations
- Apply customer service skills, including the identification of customer needs and follow up to ensure customer commitments have been met
- Interpret and summarize a variety of data and information
- Exercise discretion and maintain confidentiality of information
- Prepare and analyze financial and statistical data
- Keep accurate notes and records of activities
- Read and understand legal codes and cases
- Gather, assemble, analyze, and evaluate facts and evidence
- Obtain personal, financial, and other sensitive information through interviews
- Evaluate situations and people accurately and adopt effective courses of action
- Testify in court in a direct, clear, and concise manner

EMPLOYMENT QUALIFICATIONS

Minimum Qualifications

Either: 1. One year of full-time, paid experience performing duties equivalent to the County of Sacramento class of Child Support Program Planner.

Or: 2. Two years of full-time, paid experience in a county child support program including full supervisory responsibilities for one or more work units such as case establishment, case initiation, public services, enforcement, or support services.

Or: 3. Two years of full-time, paid supervisory experience in one of the following areas: criminal justice (such as law enforcement, legal office, or court of law), health and human services, or collections.

Note: For patterns 2 or 3, a Bachelor's degree from an accredited college or university may substitute for one year of the required experience.

Note: If the word "experience" is referenced in the minimum qualifications, it means full-time paid experience unless the minimum qualification states that volunteer experience is acceptable. Part-time paid experience may be accumulated and pro-rated to meet the total experience requirements.

Note: If the minimum qualifications include an educational or certificate/license requirement, applicants must submit proof of requirements with the application. Failure to submit proof of requirements may result in disqualification from the examination. Unofficial transcripts are acceptable. For guidelines on submitting acceptable proof of educational requirements, please click [here](#) or speak to someone in our office before the cut-off date listed in this notice.

General Qualifications

Criminal History and Background Checks:

The County may access criminal history information on candidates who have accepted a conditional offer of appointment for this class consistent with the provisions of Board of Supervisors Resolution No. 82-602, Personnel Policies and Procedures B-5, and applicable federal and state laws. The County shall not consider for employment any candidate who has been convicted of a felony or misdemeanor that relates to or impacts the candidate's ability to perform the job duties of this class unless it is determined that mitigating circumstances exist. For purposes of accessing criminal history information, the candidate will be fingerprinted. A subsequent arrest notification may be obtained.

The County may also conduct a background check on the candidate prior to appointment to a position within this class. The background check may include personal and professional reference checks, credit history checks where authorized by Labor Code section 1024.5, Social Security Number verification, professional license/registration verification, military service information and driving history. Information obtained in the course of this

background check will be considered by the appointing authority in the selection process. In obtaining such information, the County will comply with applicable consent and disclosure practices in the Fair Credit Reporting Act and the California Investigative Consumer Reporting Agencies Act.

License Requirement:

A valid California Driver License, Class C or higher, may be required at the time of appointment. Failure to obtain or maintain the appropriate California Driver License may constitute cause for personnel action in accordance with Civil Service Rules or applicable bargaining agreement. Individuals who do not meet this requirement due to disability will be reviewed on a case-by-case basis.

Working Conditions:

Some positions in this class require the incumbent to:

- Work outside of normal business hours.
- Travel within the state for business or training needs.

Probationary Period

The probationary period for this classification is **twelve (12)** months.

APPLICATION AND TESTING INFORMATION

APPLICATION

Qualified applicants are encouraged to apply immediately. All applicants must complete and submit an online County of Sacramento employment application online by **5:00 PM** on the final filing date of **September 12, 2019**. Click [here](#) to apply.

County of Sacramento

Department of Personnel Services

Employment Services Division

700 H Street, Room 4667

Sacramento, CA 95814

Phone (916) 874-5593; 7-1-1 California Relay Service

Email EmployOffice@Saccounty.net

Inter-Office Mail Code: 09-4667

www.SacCountyJobs.net

- Employment applications and all documentation requested in this announcement must be submitted by 5:00 p.m. on the final filing date.
- Employment Services is not responsible for any issues or delays caused by an applicant's computer or web browser. Applicants will be automatically logged out if they have not submitted their applications and all documentation prior to 5:00 p.m. on the final filing date.
- Your application should highlight all relevant education, training, and experience, and clearly indicate how you meet the minimum qualifications for the position as of the final filing date.
- Application information must be current, concise and related to the requirements in this job announcement. You may only apply for this recruitment once. Duplicate and incomplete applications will be disqualified.
- A resume may be included with your application, however it will not substitute for the information requested on the application.

SUPPLEMENTAL QUESTIONNAIRE

Applicants are required to provide a full and complete response to each supplemental question. The Supplemental Questionnaire is located in the tab marked "Supplemental Questions". Please be descriptive in your response.

Note: Responses of "See Resume" or "See Application", or copy and paste of work experience are not qualifying responses and will not be considered.

- Supplemental Questionnaires must be submitted by 5:00 p.m. on the final filing date. Employment Services is not responsible for any issues or delays caused by an applicant's computer or web browser. Applicants will be automatically logged out if they have not submitted their applications and all documentation prior to 5:00 p.m. on the final filing date.
- The supplemental questions are designed to elicit specific information regarding a candidate's experience, education, and training. Responses should be consistent with the information on your application and are subject to verification.
- Please provide place of employment, pertinent dates, and concise, descriptive and detailed information for each question.
- If a job included responsibilities applicable to several questions, separate the different functions of the job to answer all the questions completely.
- Resumes or referral to the application or other questionnaire responses will not be accepted in lieu of completing each question.
- If you have no experience, write "no experience" for the appropriate question.
- For many individuals, it is more efficient to develop responses to the supplemental questions in a word processing document and then paste them into the final document to be submitted. Changes or corrections to your Supplemental Questionnaire cannot be made once your application packet has been submitted.
- If the Supplemental Questionnaire is used in the Formula Rate exam, failure to complete all of the questions or incomplete responses will result in a lower score. While scoring the Supplemental Questionnaire, the candidate's application and/or attachments will not be reviewed, therefore, a candidate's responses to the questions should be accurate, thorough, detailed, and complete.

FORMULA RATE EXAMINATION (Weighted 100%)

All candidates meeting the minimum qualifications by the final filing date will have their Supplemental Questionnaire scored in the Formula Rate Examination.

This examination will evaluate the relevance, level, recency, progression and quality of candidate's education, training and experience. The candidate's application or other materials will not be included in this examination. Therefore, the candidate's responses to the supplemental questionnaire should be thorough, detailed and complete. The score from the Formula Rate Examination will determine the ranking on the eligible/employment list for this job.

All candidates competing in the testing process will receive written notice of their examination results by email. Notices can also be accessed in their governmentjobs.com inbox. Applicants achieving a passing score will be placed on the eligible list in rank order. The rank is determined by the test score attained from the examination.

FREQUENTLY ASKED QUESTIONS

Click [here](#) for Frequently Asked Questions (FAQ's)

For information regarding County jobs:

- www.saccountyjobs.net

NOTE: This announcement is intended as a general descriptive recruitment guide and is subject to change. It does not constitute either an expressed or implied contract.

Contact Phone: (916) 874-5593

Department: Personnel Services

Class Number/Title: 27997/Child Support Program
Manager

Closing Date: September 12, 2019

Child Support Program Manager Supplemental Questionnaire

- * 1. The following Supplemental Questionnaire is the Civil Service Exam for this position and will be used to determine your exam score.

Note: The Supplemental Questionnaire and the Application are administered as two separate documents. **The Application is used only to determine if the minimum qualifications are met; and the Supplemental Questionnaire will be used only to determine your exam score.**

In order to receive every consideration in the selection process, you must complete all questions with concise but detailed answers and provide all requested information. Each answer will be scored separately. References such as 'See Resume' as a response will not be scored. By continuing in the exam process, you are certifying that all information provided in the Supplemental Questionnaire is true to the best of your knowledge.

I have read and understood the above instructions.

- * 2. Describe your education and training, including any relevant certificates, as it specifically relates to the position of Child Support Program Manager.

Include your degrees earned, major fields of study, and any other pertinent professional training and licenses.

If you have no relevant education or training, please type "None".

- * 3. Describe in detail your progressively responsible supervisory and/or management experience. Include employer(s) and dates of employment, specific areas you were responsible for supervising and/or managing, your duties and responsibilities, the range of functions of the staff, and the number of staff you directly supervised.

If you have no applicable experience, please type "None".

- * 4. Describe your experience analyzing, interpreting, explaining, and implementing policies and procedures to ensure compliance with statutory rules and formal regulations (i.e., program requirements, grants, etc.) Include in your answer the number of years of experience in this area.

If you have no applicable experience, please type "None".

- * 5. As a Child Support Program Manager, you are required to work with management and staff of multiple divisions, as well as stakeholders and the public, often with competing deadlines, interests and priorities.

Describe your role and what you did during a project or outreach campaign where you worked with competing priorities and managed to bring the project to completion on time.

If you have no applicable experience, please type "None".

- * 6. Describe your experience, level of responsibility, and frequency making presentations to and working with committees, customers, community groups, boards, and public or private organizations regarding the resolution of complex issues and complaints.

Describe your work with each applicable type of group in mitigating or resolving issues. Include the overall outcome and/or the lessons learned.

If you have no applicable experience, please type "None".

- * 7. Describe three (3) specific instances during the course of your employment wherein you had the opportunity to assume a leadership role. Include the scope of your authority, your responsibilities, and the types of decisions you made and/or actions you took.

Select the three (3) instances that best demonstrate your leadership ability.

If you have no applicable experience, please type "None".

* Required Question