

Iowa Department of Administrative Services – Human Resources Enterprise  
Job Classification Description

## Child Support Recovery Officer

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### Definition

Implements and coordinates the Child Support Recovery Program in a multi-county area or in a single large county; performs related work as required.

*The work examples and competencies listed below are for illustrative purposes only and not intended to be the primary basis for position classification decisions.*

### Work Examples

Assists supervisor by performing such duties as instructing employees, answering questions, distributing and balancing the workload, and checking work; may make suggestions on selection, promotions, and reassignments.

Develops local program goals and objectives for achieving statewide Child Support Recovery Unit (CSRU) goals within the counties/area assigned.

Locates parents in order to begin the support recovery procedure by requesting information useful to location (e.g., past occupations, names of business associates and employers, health condition, habits, and hobbies; relatives, friends, acquaintances, businesses, and other agencies are contacted by telephone, letter, and in person).

Contacts the parents in order to request and/or motivate the parents to call, write, or visit to discuss the frequency and/or amount of his/her child support payments, and to submit financial information such as income, living expenses, and debts.

Reviews/considers both parent's financial statement and/or uses other sources of income information to determine the amount of child support, medical support or health insurance coverage for the parent(s) to provide.

Evaluates caseload in order to refer to the Court or the CSRU Attorney those cases which are likely to result in the greater recovery.

Analyzes, determines, and initiates appropriate administrative or legal action by considering such factors: location of parties involved, where original court order was entered, availability of enforceable court order, and whether paternity has been established.

Refers cases to the Attorney to initiate court action by providing relevant information (e.g., employment, financial data, and significant previous contact with the Child Support Recovery Unit).

Attends court hearings to provide testimony and/or make a recommendation on the disposition of the hearing to the CSRU Attorney and the court.

Explains the Child Support Recovery Unit program, policies, and procedures to Income Maintenance staff, law enforcement agencies, County Boards of Supervisors, County Attorneys, and others in order to generate program interest, acceptance, and cooperation.

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Manages and determines case actions for assigned caseload in accordance with federal/state laws, and established departmental policies and procedures, computes payment amounts; balance computations and enters data into a computer system to maintain integrity of cases.

Answers customer inquiries via telephone, written correspondence or in person. Provides information regarding the status of cases; next actions; available options. Researches, interprets, explains rules, regulations, policies, rights and responsibilities.

Coordinates Child Support Recovery Unit related activities of agencies, offices, and persons (e.g., County Human Service Offices, County Attorneys, Clerks of the District Court, magistrates, and sheriff's offices) in order to achieve effective establishment and enforcement of child support obligations.

Provides information to customers where paternity has not been established and where the child is under a specific age to explain the meaning and consequences of the paternity law.

## Competencies Required

### Knowledge:

- Customer and Personal Service – Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Law and Government – Laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- English Language – The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Basic Arithmetic – Addition, subtraction, multiplication, and division.
- Administrative – Administrative and office procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and workplace terminology.

### Abilities:

- Law and Government – Understand and adhere to applicable laws, legal codes, administrative rules, and regulations.
- Clerical – Maintain complex clerical records.
- Written Expression – Communicate information and ideas in writing so others will understand.
- Speech Clarity – Speak clearly so others can understand.
- Speech Recognition – Identify and understand the speech of another person.
- Deductive Reasoning – Apply general rules to specific problems to produce answers that make sense.
- Information Ordering – Arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

### Skills:

- Reading Comprehension – Understanding written sentences and paragraphs in work related documents.

- Active Listening – Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Social Perceptiveness – Being aware of others' reactions and understanding why they react as they do.
- Speaking – Talking to others to convey information effectively.
- Writing – Communicating effectively in writing as appropriate for the needs of the audience.
- Negotiation – Bringing others together and trying to reconcile differences.
- Active Learning – Understanding the implications of new information for both current and future problem-solving and decision-making.
- Judgment and Decision Making – Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Service Orientation – Actively looking for ways to help people.

### **Minimum Qualification Requirements**

Applicants must meet at least one of the following minimum requirements to qualify for positions in this job classification:

- 1) Graduation from an accredited college or university with an associate's degree in any field, and experience equal to one year of full-time public contact work.
- 2) A total of three years of education and/or full-time experience (as described in number one), where thirty semester hours of accredited college or university coursework in any field equals one year of full-time experience.
- 3) Current, continuous experience in the state executive branch that includes eighteen months of full-time public contact work.
- 4) Current, continuous experience in the state executive branch that includes one year of full-time work with Child Support Services.

*Effective date: 08/23 KC*