



San Joaquin County Employment Opportunity **Child Support Program Manager** Department of Child Support Services

About the position

The San Joaquin County Department of Child Support Services is seeking an experienced child support professional to manage program functions and direct child support supervisors, officers and support staff.

Well-qualified candidates will possess strong interpersonal and communication skills and are expected to model strong work ethics, integrity and leadership skills.

About the department

The Department of Child Support Services (DCSS) is responsible for establishing paternity and establishing and enforcing child and medical support orders. The department collects and accounts for child support payments under the Title IV-D program. Last year, the department collected over \$63 million and served over 33,000 children.

DCSS serves the public by ensuring that children receive the financial support to which they are legally entitled. DCSS is committed to providing family-centered services. DCSS values diversity, team work and respect and courtesy to all.

The department is staffed with 197 employees consisting of attorneys, professional and para-professional staff, and clerical support. For the current fiscal year, the department is administering a budget of \$22.5 million.

VISION STATEMENT

To contribute to a world where each child receives the financial and emotional support needed to become successful members of our community and to be a gateway to family centered services and a bridge to community resources utilizing our dynamic and highly skilled Child Support professionals.

Recruitment Announcement
0722-RL1055-01

Equal Opportunity Employer

Human Resources
44 N. San Joaquin Street
Third Floor, Suite 330
Stockton, California 95202
Phone: (209) 468-3370

MISSION STATEMENT

Partnering with parents to develop cooperative family relationships and shared responsibilities.

SAN JOAQUIN
— COUNTY —
Greatness grows here.

Make San Joaquin County your new home!

A land of beauty, recreation and natural riches-from the waters of the Delta to the vines of the wine, San Joaquin County has it all. San Joaquin County boasts seven cities and some of the finest opportunities in the state for boating, fishing, camping, history-gathering, or just plain fun in the sun. Each city, as well as the unincorporated county areas, offers a unique opportunity to enjoy natural California beauty and nature, or music, arts and culture. Whatever your interest, it can most likely be found in San Joaquin County.

Arts, Culture, and Recreation

The arts and culture provide a much-needed respite from everyday worries and the Haggin Museum, San Joaquin County Historical Museum, and Stockton Children's Museum are popular spots.

The Stockton Symphony, San Joaquin County Ballet, and Stockton Civic Theater provide important experiences for children and adults. The multi-cultural community offers a diversity of views and opinions in its art and culture, providing a wealth of knowledge about past and present on canvas and stage.

Over 75 languages are spoken within the region and there is richness in the blending of cultures and ways that creates an air of celebration about individual customs, foods and cultures.

San Joaquin County government provides nine community parks for boating, camping, and picnicking, swimming and organized sports. Annual family events include the Asparagus Festival, attended by thousands of fun-seekers from the County and beyond.

Individual cities and communities provide a host of other opportunities, from Lodi Lake Park and Nature Area to the Woodbridge Ecological Reserve. The County-owned and operated Micke Grove Park offers a zoo, rides and a historical museum to delight both children and adults. The San Joaquin Delta is one of the area's best kept secrets and offers some of the best boating in the state: more than 1,000 miles of waterways stretching from the Stockton Harbor to north of Sacramento and offering access to the San Francisco Bay.



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Education

From preschool to higher education, the County has it covered with an abundant array of public or private opportunities to learn and grow. The University of the Pacific, California State University, Stanislaus-Stockton Center, Humphreys College and Law School, National University, and the San Joaquin Delta Community College offer a wide variety of choices for educational opportunities. The County's 17 school districts provide families with a wide choice for children's educational development.



Agriculture

The county is one of the most agriculturally rich regions in California. Grapes are the leading commodity, with 98,000 bearing acres, much of that in wine grapes. Over 85 wineries within the Lodi Appellation offer opportunities for tasting and special events.

Almonds, walnuts, tomatoes and cherries round out the top crops, with an abundance of other produce. Weekly farmers markets throughout the county offer a cornucopia of fresh fruit and vegetables. Fruit stands and pick-your-own produce farms dot the countryside.

Housing

Housing is plentiful in San Joaquin County and is affordable when compared to other nearby areas.

Housing ranges from new developments to historic homes found mostly in central Stockton and downtown Lodi. San Joaquin County is a place where families can grow, learn, and experience the nature and beauty of the California landscape while benefiting from the unique opportunities - cultural, recreational, and educational - that the area provides.

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Child Support Program Manager

Department of Child Support Services

Typical Duties

- ◆ Plans, coordinates, supervises and evaluates the work of technical and support staff engaged in gathering and analyzing information to establish child support cases; advises and counsels supervisors as required; evaluates the units' performances.
- ◆ Responsible for managing multiple child support functions, such as case establishment, enforcement, and financial accounting.
- ◆ Develops, implements, and assesses initiatives and projects to improve operations. Responsible for strategic planning to ensure focus on performance measures and customer service.
- ◆ Develops and evaluates workload processes and procedures; develops standards of employee and unit performance, monitors compliance standards.
- ◆ Evaluates the effectiveness of policies and procedures, participates in the development and implementation of developmental policies and procedures.
- ◆ Reviews casework to ensure compliance with legal requirements.



Typical Duties—Continued

- ◆ Establishes collaborative working relationships with internal and external partners.
- ◆ Prepares statistical reports and summaries; prepares correspondence, evaluations and reports.
- ◆ Participates in committees, work groups and task forces, represents the department to the Federal, State and local agencies and members of the public.

Minimum Qualifications

EITHER PATTERN I

Experience: One year of full time experience as a Child Support Supervisor in San Joaquin County.

OR PATTERN II

Experience: Four years of full time experience in a California Child Support Department, gathering and analyzing information to enforce child support cases, including one year that must have been in a supervisory capacity.

OR PATTERN III

Experience: Two years of full time experience as a Compliance Analyst in San Joaquin County.



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Compensation and Benefits

Approximate Annual Salary

\$87,663- \$106,554

In addition to the base salary, the County offers an excellent benefits plan which includes a county contribution to health insurance, dental and vision insurance plans. Other benefits also offered by the County include:

- 1937 Retirement Act plan with reciprocity with CALPERS.
- 1% employer contribution to the County's 457 Deferred Compensation Plan
- 125 Flex Spending Benefits Plan
- 12 days sick leave annually with unlimited accumulation.
- 10 days of vacation leave (15 days after 3 years, 20 days after 10 years, and 23 days after 20 years)
- 14 paid holidays per year
- 10 days administrative leave per year

For further information about our benefits package, please visit the [Benefits page](#).

****Note:** County employees who currently receive a cafeteria plan allowance and subsequently transfer, demote, or promote into the Middle Management represented unit, shall receive the capped contribution amount of the Middle Management unit. New hires into the Middle Management unit after January 16, 2012 are not eligible for Cafeteria Plan Benefits.



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Wellness

San Joaquin County is dedicated to providing its employees with a great benefit package and is interested in their overall well-being. Through our SJC Engage wellness program, San Joaquin County employees and eligible dependents are offered support in the way of various workshops, courses, and programs in areas such as Physical and Mental Wellness, Professional Wellness, and Financial Wellness. Employees also enjoy special employee pricing through Perks at Work.

For additional information regarding the wellness program, please click to visit the SJC Engage website:



Application and Selection

The competitive process includes submittal of a completed San Joaquin County Employment application and Supplemental Questionnaire. Resumes will not be accepted in lieu of a complete application package. If a formal exam process is utilized, qualified applicants will be invited to participate in an oral examination interview which may include a practical exercise. The top-scoring candidates will be referred to the department for a hiring interview. To apply, submit a completed application and supplemental questionnaire on or before the final filing date.

Final Filing Date: August 12, 2022



To apply, visit our [webpage](#) or scan this QR code with your smartphone's camera.

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