

**STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION**

**CHILD SUPPORT PROGRAM SPECIALIST
CLASSIFICATION SERIES**

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional positions located within the Department of Children and Families, Division of Family and Economic Security, Bureau of Child Support. Positions allocated to this classification function as specialists in the interpretation and administration of the policies and procedures governing child support programs. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification series encompasses professional positions within the Department of Children and Families located in the Division of Family and Economic Security (DFES) Bureau of Child Support. Positions allocated to this classification function as specialists in the interpretation and administration of the policies and procedures governing child support programs by performing a variety of tasks necessary to implement and improve child support processes. Duties performed include: assistance in the development of child support initiatives and training; implementation of child support programs; monitoring and evaluation; provision of general information and technical assistance regarding child support programs and enforcement; the review of individual child support cases for appropriate actions to be taken by county/local agencies; and researching, resolving, communicating and providing instruction in the operations of KIDS.

C. Exclusions

Excluded from this classification series are the following types of positions:

1. Positions which meet the statutory definition of supervisor or management as defined in Wis. Stats. 111.81(19) and (13) as interpreted and administered by the Wisconsin Employment Relations Commission.

2. Positions which are, for the majority of the time, engaged in program and planning activities within the DFES and are more appropriately classified as Program and Planning Analyst.
3. Positions which are not located in the Division of Family and Economic Security.
4. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into and Progression Through This Classification Series

Employees enter positions within this classification series by competition. Progression to the Child Support Program Specialist 2 level will occur through reclassification.

II. DEFINITIONS

CHILD SUPPORT PROGRAM SPECIALIST 1

This level is the entry level for positions which function as **Program Implementation Specialists, Program and Policy Interpretation Specialists, or Quality Assurance Specialists**, and the full performance level for positions which function as **County/Client Services Specialists, or Public Awareness Specialist**.

This is the full performance level for positions which function as **County/Client Services Specialists** providing verbal, written or in person responses to child support case complaints and inquiries; and the full performance level for positions which function as **Public Awareness Specialists** responding to requests for information regarding child support enforcement and regulations, policies and procedures.

County/Client Services Specialists respond to complaints and inquiries from custodial and non-custodial parents, their representatives, the Governor's Office and legislative aides, other states, and the general public; interpret federal regulations, state statutes, and Department policies and procedures; consult with other Bureau of Child Support and Legal Counsel when necessary; and make referrals to other offices or agencies when the nature of the question or complaint is not related to the child support program.

Public Awareness Specialists respond to requests for information from child support recipients, obligors, local state and federal officials, and members of the public; develops and implements an annual, statewide public awareness plan; communicates the Bureau of Child Supports' training requirements for the DES annual, statewide training plan; writes or edits and publishes newsletters and other publications; and creates, updates and maintains various forms, brochures, and documents. Other professional child support specialists at this level may be assisting Child Support Program Specialist 2 positions and/or performing responsibilities of a scope or complexity expected at the Child Support Program Specialist 2 level.

CHILD SUPPORT PROGRAM SPECIALIST 2

Positions at this level in this classification series function as: (1) **Program Implementation Specialists** responsible for implementation of new or revised program initiatives; (2) **Program and Policy Interpretation Specialists** responsible for the communication of child support policies and their application; (3) the single position **Quality Assurance Specialist** is responsible for a variety of tasks associated with the continual improvement of the child support program; and (4) positions acting as **leadworkers** for other Child Support Program Specialists.

Program Implementation Specialists secure program support and training needed by local agencies; develop and execute implementation plans; act as team leader for implementation efforts involving local and state staff, private sector representatives, and customers; and coordinate the KIDS system changes needed to support these initiatives.

Program and Policy Interpretation Specialists provide technical interpretative clarification and general information regarding child support programs; improve the effectiveness and efficiency of child support program and delivery system; provide input into child support training; and provide consultation to other Child Support Program Specialists regarding interpretation of child support policies and procedures. These positions may also consult with IT staff regarding systems improvement and user testing.

The **Quality Assurance Specialist** pursues improvements in child support programs through analysis of program data, reviews of literature, and on-site program reviews; development and implementation of monitoring and evaluation plans; and development of corrective action proposals.

Leadworkers coordinate and perform the activities of other Child Support Program Specialists and may have added responsibilities, such as the development and management of the Child Support Central Registry and State Parent Locate Services, and the development of procedures to identify interstate, locate, and client service processing problems.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification series was created effective May 11, 1997 as a result of the Professional Program Support Personnel Management Survey and announced in Bulletin CC/SC-66 to describe positions in the Department of Workforce Development which were formerly classified as Administrative Assistant 4 and Administrative Assistant 5. This classification series was modified effective June 3, 2001 and announced in Bulletin CLR/SC-131 to add an allocation for Kids Call Center Specialists. The classification was modified effective August 3, 2008 and announced in bulletin OSER-0213-MRS/SC as a result of the creation of the Department of Children and Families and the movement of these functions to that department.

PLO/ILW
WAM
PLW
07501