



Stanislaus County
now offers an employee
bonus worth up to
\$10,000 or 21
additional days of
leave time!*

**See inside for details*

Child Support Services

Operational Manager I/II

Child Support Services

\$71,656-\$120,224 Annually

Apply by December 18, 2025

ABOUT THE DEPARTMENT

The Stanislaus County Department of Child Support Services (SCDCSS) provides a broad range of support services to its customers including establishment of parentage, establishment of child support orders, enforcement or modification of child support orders, location of absent parents, and collection of support orders. SCDCSS partners with its 130 agency employees, other county, State and Federal government agencies, and numerous community-based organizations to provide easily accessed and responsive services. SCDCSS is classified as a 'large' county based on its caseload of approximately 21,150 active case files. Annual collections for FY 2024/2025 were \$57 million.

THE POSITION

The Child Support Manager I/II will work under the direction of the Director, the Assistant Director, and Manager III of the Department, to provide oversight, planning and execution of the Department's performance management plan. The Manager I/II is also responsible for all aspects of the execution, delivery and operation of child support services within the Department and their assigned Unit. The Manager I/II in this position will be responsible for the expansion and enhancement of the delivery of child support services in Stanislaus County.

THE IDEAL CANDIDATE

The ideal candidate will have knowledge of the Federal and State Child Support Programs and will be able to quickly learn the applicable Federal and State regulations and statutes. As a member of the Departments leadership team, a successful candidate must be willing and able to interpret policies and legislation while leading a team to develop implementation strategies to meet the Departments performance goals.

*For further information on Stanislaus County
Department of Child Support Services, scan the QR
code or visit stancounty.com/dcss*



MINIMUM QUALIFICATIONS Knowledge/Skills/Abilities

- Administration and Management
- Customer and Personal Service
- Law and Government
- Monitoring
- Speaking
- Coordination
- Critical Thinking
- Management of Personnel Resources
- Active Learning
- Complex Problem Solving
- Judgment and Decision Making
- Time Management
- Oral Comprehension
- Oral Expression
- Written Comprehension
- Written Expression

TYPICAL TASKS

- Develop, review, and follow department policies, procedures, and work production standards.
- Manage, oversee, and evaluate programs.
- Under direction, prepare, monitor, and control program budget.
- Provide professional and technical consultation on operational issues.
- Assist in recruitment and selection of personnel.
- Orient new employees, train staff, assign and review work, conduct staff meetings, prepare annual budget information, and perform related internal administrative work.
- Represent the Division at community organizations, public gatherings, and other meetings.
- Make presentations to staff, subcontractors, community partners, and the general public.
- Confer with representatives of local, State, and Federal agencies regarding policy and operational matters, including the response to the resolution of audit and monitoring issues
- Plan and implement new programs.
- Manage and oversee collection and analysis of program costs, participant profiles, demographics, and other pertinent data.
- Monitor performance and the quality of service to customers and implement corrective actions as necessary to ensure continuous improvement.
- Solicit and negotiate coordination strategies with community partners such as Family Law Facilitators, county courts, community-based organizations, and training providers.
- Participate in the planning and implementation of staff development activities.
- Speak before public and private groups regarding department programs and issues.
- Assist with the writing and submission of grant proposals.
- Assist with the editing and publishing of newsletters, announcements, and press releases; and
- Select and develop appropriate materials for a variety of audiences.

MINIMUM QUALIFICATIONS EDUCATION & EXPERIENCE

MANAGER I

- One (1) year of supervisory level experience in the supervision, planning and/or operation of the Child Support Program, a Human/Social Services program, other community service programs, or closely related programs AND
- Graduation from an accredited four-year college or university with a degree in Business or Public Administration, Psychology, Organizational Behavior, Sociology, Criminal Justice or other related field.

MANAGER II

- Two (2) years of lead or supervisory level experience in the supervision, planning and/or operation of the Child Support Program, a Human/Social Services program, other community service programs, or closely related programs;
- OR
- One (1) year of management level experience in the supervision, planning and/or operation of the Child Support Program, a Human/Social Services program, other community service programs, or closely related programs ;
- OR
- One (1) year of management level experience in the supervision, planning and/or operation of the Child Support Program, a Human/Social Services program, other community service programs, or closely related programs ; AND
 - Graduation from an accredited four-year college or university with a degree in Business or Public Administration, Psychology, Organizational Behavior, Sociology, Criminal Justice or other related field.

**For both levels: progressively responsible experience in a related area may be substituted for the required education on a year-for-year basis.*

Proof of education must be attached for verification purposes at the time of application. Applicants who are unable to submit proof must call 209-558-3048 to make other arrangements before 5 pm on the final filing date. Failure to submit proof or make other arrangements before the final filing deadline may result in disqualification.

DESIRABLE QUALIFICATIONS

In addition to the minimum qualifications, applicant screening may focus on the following desirable qualifications. Please list any of these qualifications you may have within the "Duties" section of the online application.

- Two (2) years of experience in a child support program

QUICK GUIDE TO APPLYING



APPLICATION PROCESS



Find the
Right Job



Update Your
Application



Submit Your
Application



Wait for
Processing



Receive Notice of
Application Status

APPLICATION BEST PRACTICES

BE COMPLETE

We screen for qualifications based on the information provided on your application, not on your resume. **Please make sure all relevant experience is listed within the body of your application.**

BE DETAILED

Connect your professional experiences to the job's knowledge, skills and abilities. **Share your work history and how it relates to the minimum qualifications of the position.**

UPDATE YOUR APPLICATION

Take the time to review and update your application each time you apply for a new position. **Ensure that your employment dates are correct and that any relevant skills or experiences are listed.**

ATTACH SUPPORTING DOCUMENTS

Attach any required supporting documentation listed in the Minimum Qualifications. **Not submitting that typing certificate or proof of education could be the reason you are disqualified!**

HIGHLIGHT DESIRABLE QUALIFICATIONS

If there are desirable qualifications listed, they may influence the screening process. **Detail how you meet both minimum qualifications and desirable qualifications in the duties section of your application.**

COMMON MISTAKES TO AVOID

WRITING "SEE RESUME"

Relying on your resume instead of completing the application can hurt your chances. **Be sure to fill out all sections and attach proof of education when required, as resumes alone don't provide the details needed to evaluate your qualifications.**

OUTDATED OR MISSING REFERENCES

Submitting old contact information or leaving references blank can delay the reference check process. **Include current, reachable contact information for all references.**

INCLUDING TOO MUCH OR UNRELATED INFO

Adding long paragraphs or unrelated experiences can make your application unclear. **Keep your application clear, concise, and focused on relevant qualifications.**

ASSUMING COMPUTERS SCREEN APPLICATIONS

Believing that a computer or automated system selects qualified candidates is a common misconception. **All applications are reviewed by trained recruitment analysts, so make sure your experience is clearly detailed.**



STANISLAUS
COUNTY HUMAN
RELATIONS

Take Your Place.



JOIN OUR TEAM and receive a bonus worth UP TO \$10,000!

or 21 additional days of leave time!*

*EMPLOYEE CHOICE BONUS PLAN ALLOWS ELIGIBLE NEW EMPLOYEES TO RECEIVE A BONUS WORTH \$5,000 - \$10,000 OVER THREE ANNUAL INSTALLMENTS

YOU CHOOSE:

One month's worth of

Scan the QR code with a camera app to watch the Employee Choice Bonus Plan video!



Cash Payout

Redo that kitchen or paydown debt.

It's all yours.



Leave Time

Take a little extra time off and enjoy yourself.

You've earned it.



Deferred Compensation

Reduce some taxable income and receive it later.

Why not?



STANISLAUS
COUNTY HUMAN
RELATIONS

Take Your Place.



clubwellness
myclubwellness.org

Employee Choice Bonus Plan

UNDERSTANDING THE DETAILS



JOIN OUR TEAM BY JUNE 30TH, 2026 TO BE ELIGIBLE!

The following Employee Choice Bonus Plan is designed to allow those hired full-time on or before June 30, 2026, to choose one of the three bonus incentive options (one-time option, non-revocable) they would like to receive:



Option 1 **BONUS** **CASH PAYMENT**

(Default if employee declines to make a choice)

- One month of salary (168 hours) paid in cash over three annual installments at the highest step or top of band of the classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.



Option 2 **BONUS** **LEAVE TIME**

- 168 hours of bonus leave time allocated within three annual installments.
- Bonus Leave Time would be administered in the same capacity as standard vacation including compensation rate, request and approval, and reporting expectations.
- Bonus Leave Time will have no cash value and cannot be cashed out at resignation, termination, or retirement.
- Must use the bonus leave time prior to the expiration date, as there is no carry over after the bonus leave time expires.



Option 3 **BONUS DEFERRED** **COMPENSATION** **CONTRIBUTION**

- One month of salary (168 hours) paid over three annual installments into the employee's Nationwide Deferred Compensation account at the highest step or top of band of classification held by the employee at each vesting date.
- Minimum amount of each payment will be \$1,666.67 and a maximum payment of \$3,333.37 (base hourly rate of pay for the classification multiplied by 56). The amount of each payment may change depending upon an employee's individual circumstances.
- Total minimum amount received will be \$5,000.01 and maximum will be \$10,000.02 paid over three installments.
- Applicable taxes will be applied and withheld.

Eligibility for Employee Choice Bonus Plan



- To receive each payment, you must be hired as a new full-time employee, and be active both on the vesting date and during the pay period in which the payment is issued.
- Full-time employees on an unprotected unpaid leave on the vesting date are ineligible for that specific payment.
- Employees that separate from full-time service prior to a vesting date will no longer be eligible for that specific payment.
- Employees that receive one or two payments, separate from full-time service and then return to full-time service are excluded from eligibility to receive further payments of any kind.
- Employees that leave full-time service prior to receiving any payments, and then return to full-time service on or before June 30, 2026, are eligible to receive future payments in accordance with their new hire date.



STANISLAUS
COUNTY HUMAN
RELATIONS

Take Your Place.

COMPENSATION & BENEFITS

Approximate Annual Base Salary:
\$71,656-\$120,224 Annually

The County of Stanislaus provides a competitive and comprehensive benefits package for regular full-time County employees including:

- Excellent retirement benefits (2% at approximately age 62 formula)
- Medical, dental, vision, and basic term life insurance plans
- County paid Deferred Compensation at 1.5% of base salary
- 2 weeks annual vacation upon entering County service.
- 32 additional vacation hours annually
- 56 hours of administrative/management leave per year (does not carry over)
- 96 hours of sick leave annually
- 12 paid holidays annually
- \$900 annual Professional Development reimbursement
- Car allowance upon Department Head approval
- Moving allowance recruited from out-of-county.
- Disability protection
- Optional participation in Flexible Spending Account programs
- Optional Supplemental Life & AD&D insurance plans
- Employee Assistance Program

Details are available upon request.

RECRUITMENT INCENTIVES:

Employee Choice Bonus Plan:

Stanislaus County now offers an employee bonus worth up to \$10,000 or 21 additional days of leave time! Visit stanjobs.org for details. Visit stanjobs.org for details

Career Ladders:

We offer valuable tools to help plan your career with Stanislaus County. Find ways to grow and develop within the organization—from Accounting to Public Safety to IT.

Learning Institute:

Whether you're a new employee or looking to acquire new skills, our Learning Institute offers a chance to take on new challenges and ways to consistently hone and improve skills.

WELLNESS BENEFITS

The Mission of Club Wellness is to facilitate and encourage the "good health" of the county workforce.

"Good health" is a state of complete physical, social and mental well-being, and not merely the absence of disease or infirmity; health is a resource for everyday life, not the object of living, and is a positive concept emphasizing social and personal resources as well as physical capabilities. The program seeks to increase awareness and knowledge of all employee benefits, nurture a team spirit and positive health behaviors, to motivate employees to adopt healthier habits and to provide opportunities and a supportive environment to create positive lifestyle changes.



CLASSIFICATION INFORMATION

Unless otherwise provided, this position is part of the Unclassified Service of the County and is considered "at-will" and is designated Management for labor relations purposes.

The individual selected will participate in the Stanislaus County Pay-for-Performance program, as well as receive additional benefits.

The Job Task Analysis provides information detailing the physical and functional demands of the classification. For the complete job task analysis, visit the Risk Management website at <http://www.stancounty.com/riskmgmt/> under the "Disability" tab.

APPLICATION PROCEDURES/FINAL FILING DATE: APPLY BY December 18th, 2025

Oral Examinations are tentatively scheduled for the week of January 5th, 2025

Note: The eligible list generated from this recruitment may be used to fill future extra-help, part-time and full-time vacancies throughout Stanislaus County.

Applications cannot be submitted later than 5:00 p.m. on the final filing date. Make your online application as complete as possible so a full and realistic appraisal may be made of your qualifications.

Resumes will not be accepted in lieu of a completed application.

Attaching your resume and cover letter are an optional feature for those who wish to do so in addition to completing the required application. Information on your resume and cover letter will not substitute for the education, work experience and required fields on the County application. The online County application is the primary tool used to evaluate your job qualifications.

RECRUITMENT ACCOMMODATIONS

Arrangements may be made to accommodate disabilities and religious convictions. Applicants requiring testing accommodations are required to complete and submit the Testing Accommodations Request Form prior to the test administration date. Special arrangements for religious convictions should be included in the "Additional Information" section of the application form.

GENERAL QUALIFICATIONS

- Pass County-paid pre-employment job-related background investigation.
- Perform job duties in a manner assuring a safe working environment for oneself and others.
- Maintain confidential information according to the legal standards and/or County regulations as required.
- Some positions may be required to possess and maintain a valid California Driver's License and meet County insurability requirements.

APPLICATION AND/OR EXAMINATION APPEAL RIGHTS

Application and/or examination results may be appealed by applicants presenting facts alleging irregularity, fraud and/or error in application screening or in exam scoring. Appeals must be in writing and submitted to the Chief Executive Officer within seven (7) days after the examination results are mailed.

DISCLAIMER

Stanislaus County reserves the right to revise the examination plan described in this flyer to better meet the needs of County service. The provisions of this bulletin do not constitute an express or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. The information contained in the bulletin is information which sets forth a general summary of benefits for this respective position. This information is not legally binding. The benefits and other information regarding this position may be found in the Stanislaus County Code, the Stanislaus County Personnel Policies manual, or in the applicable Memorandum of Understanding(s), and such information prevails over information contained in this flyer. Questions regarding this bulletin may be directed to the Stanislaus County Chief Executive Office/ Human Resources.