



Assistant Director of Child Support Services

Apply by March 31, 2017

\$81,910.40—\$122,844.80 Annually

Oral examinations are tentatively scheduled for the week of April 10, 2017.



THE COUNTY

Located in the heart of California's fertile Central Valley, Stanislaus County is blessed with mild weather year round and some of the world's richest soil. With a population of nearly 525,000, Stanislaus County is proud of its vibrant citizenry, great traditions, educational opportunities, and multicultural lifestyles. The area offers a mixture of urban, suburban, and rural environments and lifestyles. The economy is based primarily on agricultural production and related services, food processing and retail. California State University Stanislaus and Modesto Junior College are higher educational institutions located in the County.

The area offers a variety of cultural events including the Gallo Center of Performing Arts and a Minor League baseball team. We are centrally located, with the San Francisco Bay Area, Silicon Valley, Sacramento and California's Central Coast only a 90 minute drive from Modesto. To the East are the foothills of the Mother Lode country which lead to the majestic Sierra Nevada mountain range, Yosemite National Park and Lake Tahoe.

THE DEPARTMENT

Stanislaus County Department of Child Support Services (DCSS) provides a broad range of support services to its customers including establishment of paternity; establishment, enforcement, and modification of child support orders; location of absent parents; and collection of support orders. Through its 161 agency employees, Stanislaus County DCSS partners with government agencies and numerous community based organizations to help families become self sufficient. As an award winning agency, Stanislaus County DCSS focuses on continuous improvement through enhanced customer service and technological innovation.

ABOUT THE POSITION

The Assistant Director reports to the Director of Child Support Services. The Assistant Director manages the overall administration of the Department including program performance, fiscal, human resource, and information technology services. Coordinating with Department staff, the Assistant Director provides highly responsible and complex support to the Director regarding department projects, policies, strategic plans, goals and priorities, and performs related duties as required. The candidate will represent the Director in the Director's absence or as otherwise assigned. As such, the incumbent uses considerable independent judgment and discretion in the performance of duties. The Assistant Director is responsible for ensuring Department operations are consistent with federal, state, and local regulations, policies, goals, and objectives.



DEPARTMENT MISSION

To establish and enforce paternity and support orders, in compliance with federal and state law, while providing the excellent level of service our customers expect and require.

DEPARTMENT VISION

The Division will put children first by helping both parents assume responsibility for the economic and social well-being, health, and stability of their children. We recognize the value of improved relationships with both parents.



THE IDEAL CANDIDATE

The ideal candidate will exhibit:

- The ability to apply independent judgment and discretion;
- Consensus building skills with a customer-oriented philosophy;
- Excellent written and oral communication skills with internal and external stakeholders;
- A high level of integrity and strong sense of ethics;
- Strong analytical and critical thinking skills and a vision for supporting families;
- Strategic planning experience;
- A record of success in achieving clearly-defined outcomes; and
- Optimism.

TYPICAL DUTIES

Duties may include, but are not limited to the following:

- Support the Director in establishing and achieving departmental priorities, goals, and objectives;
- Advise the Director in strategic and long-range planning in the areas of program performance and budget;
- Implement quantifiable measurements and milestones to measure success of projects;
- Review and evaluate changes in laws or regulations that impact the delivery of child support services;
- Develop plans and policies for implementing legislation, regulations, and directives within the framework of broad guidelines established by the Director;
- Provide internal administrative policy guidance and direction on the County's and departmental HR rules, policies, and procedures;
- Contribute to office-wide workforce planning;
- Ensure appropriate administration of contracts and grants;
- Function as a liaison with the California Department of Child Support Services on statewide projects, priorities, and programs;
- Serve on statewide and countywide committees to advance the interests of the child support program;
- Work with other County departments and the Board of Supervisors to advance the needs of the Department and County; and
- Represent the Department to external stakeholders, including state child support officials, community based organizations, schools, and the public.
- Apply principles, techniques, and practices of effective business, personnel, management, and department administration;
- Tactfully and diplomatically represent the County and Department with the community and other agencies;
- Maintain effective working relationships with local elected and appointed officials, state program officials, media, and advocates in the face of differing perspectives;
- Maintain confidential information in accordance with legal standards and/or County regulations;
- Effectively administer, coordinate, and manage the Child Support Services budget, personnel, policies, and programs;
- Lead in the development of departmental policies and in development of procedures to implement department policy;
- Analyze data, develop, and interpret policies, procedures, and regulations, develop appropriate conclusions, and prepare concise, informative reports;
- Complete multiple priority projects with conflicting deadlines, meeting deadlines in a fast-paced environment;
- Select, train, evaluate, and supervise subordinate managers and other staff;
- Apply and explain federal and California child support laws and regulations in complex situations
- Communicate with and explain technical; and information to individuals from a wide variety of educational and cultural backgrounds.

SKILLS AND ABILITIES

KNOWLEDGE

- Review and implement California Government and Family Codes, State and Federal Child Support Regulations;
- Powers, limitations, and authority of the child support program at federal, state, and local levels;
- Priorities of the child support program;
- Principles of public administration, strategic planning, and business process improvement strategies;
- Budget and fiscal management including forecasting and projecting future budget scenarios; and
- Human resources management including labor relations, employment, employee relations, and staff development and resources.



EXPERIENCE AND EDUCATION

- A Bachelor Degree or higher from an accredited college or university in the areas of public administration, business administration, finance, accounting, human resources, law, social work, or a closely related field; **AND**
- Four (4) years of progressively responsible management level experience, of which at least three (3) years were working in the field of child support services or a closely related field.
- Work experience may substitute for the required educational requirements during the screening process when the candidate's work experience exceeds the minimum standards required for the position and has a direct application to the level and duties of the position applied for.

STANISLAUS COUNTY LEADERSHIP AND BUSINESS CORE COMPETENCIES

- Building Effective Teams
- Communication
- Conflict Management
- Customer Orientation
- Effective Decision Making
- Performance Development & Coaching
- Ethics & Integrity
- Financial & Resource Management
- Managing Vision & Purpose
- Organizational Performance Management
- Strategic Management & Planning

STANISLAUS COUNTY BOARD PRIORITIES

- A Safe Community
- A Healthy Community
- A Strong Local Economy
- Effective Partnerships
- A Strong Agricultural Economy/Heritage
- A Well-Planned Infrastructure System
- Efficient Delivery of Public Services

CONVICTION/CRIMINAL HISTORY INFORMATION QUESTIONNAIRE

Once it is determined that you meet the minimum qualifications for this position, you will receive an email informing you to complete a conviction questionnaire (you may be asked to complete this process for each application submitted). You will have five (5) working days from the date on the email to follow the detailed instructions and complete the questionnaire. A completed conviction questionnaire is required to continue in the recruitment process.

CLASSIFICATION INFORMATION

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

EQUAL EMPLOYMENT OPPORTUNITY

The County of Stanislaus is an Equal Opportunity Employer. All qualified applicants are encouraged to submit online application(s) for open position(s).

Stanislaus County is committed to establishing and maintaining effective working relationships with the general public, co-workers, supervisors, and members of diverse cultural and linguistic backgrounds regardless of race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, pregnancy related condition, marital status, gender/sex, sexual orientation, gender identity, gender expression, age (over 40), political affiliation or belief, or military or veteran status.

APPLICATION PROCEDURES/ FINAL FILING DATE

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 complete 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 or religious convictions. Describe the special test arrangements you require in the "Additional Information" section of the application form.

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 bulletin to better meet the needs of County service. The provisions of this bulletin do not constitute an express or implied contract. Any provisions 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 any other information regarding this position may be found in Stanislaus County Code, the Stanislaus County Personnel Policies manual, or in the applicable Memorandum and Understandings, and such information prevails over information contained in this bulletin. Questions regarding this bulletin may be directed to the Stanislaus County Chief Executive Office/Human Resources.

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 "Disability Management."