CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES

CHILD SUPPORT TECHNICIAN, DEPARTMENT OF CHILD SUPPORT SERVICES

CONTINUOUS TESTING

OPEN/SPOT: SACRAMENTO COUNTY **6BRAA**

EQUAL EMPLOYMENT OPPORTUNITY

The State of California is an equal opportunity employer to all, regardless of age, ancestry, color, disability (mental and physical), exercising the right to family care and medical leave, gender, gender expression, gender identity, genetic information, marital status, medical condition, military or veteran status, national origin, political affiliation, race, religious creed, sex (includes pregnancy, childbirth, breastfeeding and related medical conditions), and sexual orientation.

DRUG FREE STATEMENT

It is an objective of the state of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

FILING AND PROCESSING INFORMATION

Continuous Filing and Testing

This is an open, continuous filing and testing examination. Career credits do not apply. Applicants who meet the minimum qualifications may apply for and take this examination. Meeting the minimum qualifications to compete in the Child Support Technician, Department of Child Support Services exam does not ensure placement on the eligible list. Competitors must successfully pass the examination. Candidates who have taken and passed the examination may not retest for twelve (12) months.

HOW TO APPLY

To apply for this examination, you must submit a complete examination application package. The following documents comprise a complete application package:

- **Completed Employment Application (STD. 678)**
- **Qualifications Assessment Questionnaire**
- **Affirmation Statement**
- **Evidence of completion (copy) of the education requirement**

To obtain copies of the Employment Application, the Qualifications Assessment Questionnaire, and the Affirmation Statement, go to the following link http://www.childsup.ca.gov/Home/Careers/ExaminationBulletins.aspx

Please complete and submit your examination package to the:

California Department of Child Support Services
Personnel Services Section/Exam Unit
11150 International Drive
Rancho Cordova, CA 95670

Or mail to
California Department of Child Support Services
Personnel Services Section/Exam Unit
P.O. Box 419064 MS 631
Rancho Cordova, CA 95741-9064

Application packages submitted without these documents may be rejected.

DO NOT SUBMIT APPLICATIONS TO THE CALIFORNIA DEPARTMENT OF HUMAN RESOURCES OR STATE PERSONNEL BOARD.

SEE REVERSE SIDE FOR ADDITIONAL INFORMATION

CONTINUOUS FILING

The California Department of Child Support Services will accept applications on a continuous basis.

POSITION DESCRIPTION AND LOCATION

The Child Support Technician, Department of Child Support Services under general supervision, will perform paraprofessional tasks of child support collection, and regulation and policy enforcement at the Department of Child Support Services; and to do other related work.

Positions exist with the Department of Child Support Services in Rancho Cordova.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements as stated on this examination bulletin as of the date the test is taken. It is the applicant's responsibility to make sure they meet the minimum qualifications. The signature on your application indicates that you have read, understood, and possess the basic qualifications required.

EITHER I

One year of experience in the California State service performing duties at a level of responsibility equivalent to that of an Office Assistant (General), Range B, which includes performing duties that involve customer or public contact.

OR II

One year of technical experience in either county child support caseload management or county child support financial, accounting, or statistical record keeping experience involving extensive public contact.

OR III

Sixty semester or ninety quarter units of college which must include at least two courses in basic accounting or at least one course each in basic accounting and business or commercial law (persons who will complete the course work requirements during the current quarter or semester will be admitted to the examination, but must produce evidence of successful completion of the curriculum and the prescribed courses before they may be considered eligible for appointment).

OR IV

Three years of increasingly responsible experience in a financial, commercial, or governmental establishment, at least one year of which shall include one or a combination of activities involving the (1) marketing, distribution, and sale of merchandise; (2) approval of loans; (3) collection on delinquent accounts; or (4) contact or client-customer services which involves the explanation of policies, regulations, or procedures for a public agency or private institution such as a bank, insurance company, credit bureau, or title company.

Note: Evidence of completion of required course work or enrollment must be attached to your application at the time of filing (i.e., copy of Transcripts). Applications received without this information may be rejected.

SALARY RANGE

A $2609 – $3268 per month
B $2945 – $3690 per month

EXAMINATION INFORMATION

Qualifications Assessment Questionnaire – Weighted 100%

This examination consists of a Qualifications Assessment Questionnaire weighted 100%.
To obtain a position on the eligible list, a minimum rating of 70% must be attained.

SCOPE

In addition to evaluating the candidate's relative abilities as demonstrated by quality and breadth of experience, emphasis will be on measuring competitively, relative to job demands, each candidate's:

A. Knowledge of:

1. Provisions of the rules, regulations, organization, and procedures of the Department of Child Support Services.
2. Business and financial practices.
3. The sources, including automated and non-automated databases and sources of information used to locate individuals and assets.
4. Effective and assertive interviewing techniques.
5. Child support enforcement and collection procedures.
6. Current office methods, technologies, and equipment.
7. Mathematics.
8. English language usage, grammar, and spelling.

B. Ability to:

1. Read, understand, apply, and explain Federal and California child support laws and regulations and the Department's procedures and policies.
2. Analyze and interpret written and numerical data accurately and adopt an effective course of action.
3. Perform arithmetic calculations and understand financial records.
4. Communicate effectively and tactfully.
5. Elicit information from difficult, disagreeable, hostile, and/or uncooperative individuals.
6. Research and analyze situations and factual information and take effective action.
7. Prepare complete and concise oral and written reports.
8. Maintain confidentiality.
9. Establish and maintain effective working relationships.
10. Exercise tact, diplomacy, and flexibility.
11. Operate computer equipment and utilize computer databases and programs common to the child support enforcement activities.
12. Accurately and quickly enter data into a computerized database.
13. Recognize questions or situations outside the employee's area of responsibility or knowledge and refer them to appropriate sources.
14. Utilize automated tools to communicate with customers.
15. Work productively in a team environment.

SPECIAL PERSONAL CHARACTERISTICS

Employees should have a demonstrated capacity for assertiveness, firmness, and discretion in communications with the public, while maintaining courtesy, efficiency, and effectiveness.

ELIGIBLE LIST INFORMATION

The names of successful competitors will be merged onto the eligible list in order of final test scores regardless of test date. Competitor's eligibility will expire in 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period. Competitors must then retest to reestablish eligibility.

VETERANS PREFERENCE

Veteran's preference credits will be awarded in this examination, pursuant to government code section 18973.1 and 18973.5, effective January 1, 2014, as follows: 1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veteran's preference. 2. An entrance examination is defined, under the law, as any open competitive examination. 3. Veterans preference is not granted once a person achieves permanent civil service status.

GENERAL INFORMATION

Americans with Disabilities Act, Title II: The California Department of Child Support Services (DCSS) is committed to a strong policy of equal employment opportunity. To this end, DCSS does not discriminate against or exclude any person from participating in the employment process, advancement, benefits of employment, or in the admission and access to programs or activities administered by DCSS on the basis of: race; color; national origin; ancestry; religion; creed; sex; marital status; sexual orientation; pregnancy; age; veteran status; political affiliation; or disability (including AIDS) as required by Title II of the Americans with Disabilities Act (ADA). Reasonable accommodations for qualified individuals with disabilities will be made available upon request.

It is the candidate's responsibility to contact California Department of Child Support Service's Examination Unit at (916) 464-5200 four weeks after the application submission date if he/she has not received correspondence regarding the examination.

Applications are available at www.jobs.ca.gov and local Offices of the Employment Development Department.

If you meet the requirements stated on the bulletin, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in this examination will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

The California Department of Child Support Services and The California Department of Human Resources reserve the right to revise the examination plan to better meet the needs of the service if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin.

Veterans' Preference: Veteran's preference credits will be awarded in this examination, pursuant to government code section 18973.1 and 18973.5, effective January 1, 2014, as follows: 1. Any veteran, widow or widower of a veteran, or spouse of a 100 percent disabled veteran, who achieves a passing score in an entrance examination, shall be ranked in the top rank of the resulting eligibility list. Any veteran who has been dishonorably discharged or released is not eligible for veteran's preference. 2. An entrance examination is defined, under the law, as any open competitive examination. 3. Veterans preference is not granted once a person achieves permanent civil service status.

Veteran status is verified by the California Department of Human Resources (CalHR). Directions to apply for Veterans' Preference are on the Veterans' Preference Application (Std. Form 1093), which is available at http://jobs.ca.gov/Job/VeteransInformation, and the Department of Veterans Affairs.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, the ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, an investigation may be made of employment records and personal history. Fingerprinting may also be required.

CALIFORNIA DEPARTMENT OF CHILD SUPPORT SERVICES P.
O. BOX 419064 – MS 631
RANCHO CORDOVA, CA 95741-9064
For the hearing impaired, call the California Relay Service:
From TTY phones: 1-800-735-2929
From voice phones: 1-800-735-2922
DCSS TTY telephone number: Sacramento (916) 464-5624
TTY is Telecommunications Typewriter and is reachable only from phones equipped with a TTY device.