



# New Mexico State Personnel Office

2600 Cerrillos Road  
Santa Fe, New Mexico 87505-0127

## Classification Description

### CHILD SUPPORT LEGAL ASSISTANT

| <b>Class Title</b>                      | <b>Class Code</b> | <b>Pay Band</b> | <b>Alt Pay Band*</b> |
|---|-------------------|-----------------|----------------------|
| <b>Child Support Legal Assistant I</b>  | <b>G10501</b>     | <b>55</b>       | <b>60</b>            |
| <b>Child Support Legal Assistant II</b> | <b>G10502</b>     | <b>60</b>       | <b>65</b>            |

*\*In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

### Occupation Description

Manage a caseload assisting families to reach economic self-sufficiency through establishment of paternity, collection of support from non-custodial parents, and establishment and enforcement of court ordered child support and medical support obligations.

### Nature of Work

Child support legal assistants establish and enforce child support obligation through filing petitions, implementing court orders, and negotiating child support agreements. They maintain child support caseloads; adhere to federal and state mandates and deadlines. They analyze data, assess cases, determine and implement the best course of action. Child support and legal assistants work with legal, judicial, and public officials and service providers to establish and resolve cases. They document and maintain confidential information attained from clients; prepare legal documents, and testify in court. They communicate case statuses, legal, and financial processes to clients and parties in conflict. Child support legal assistants initiate court orders; maintain data reliability and coordination throughout a broad network of automated information systems.

### Distinguishing Characteristics of Levels

*Note: Examples of Work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.*

### Level I

Independently establish and manage a case load, interpret the application of legal decisions, and can negotiate non-legal child support agreements.

- Provides independent case management and closes cases pursuant to federal time frames.
- Functions as an integral member of a multidisciplinary team to resolve cases.
- Coordinates with other public assistance programs regarding eligibility, compliance and sanctions.
- Maintains contact with community resources, local District Attorneys, and absent parent locator resources.
- Conducts interviews with absent parents to determine their level of responsibility regarding their minor dependent child(ren).

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- Reviews intake information and conducts subsequent interview(s) with customer to gather critical paternity and financial information.
- Uses legal guidelines to accurately determine child support obligation and arrears.
- Initiates the establishment of legal and non-legal child support agreements by obtaining paternity establishment, domestic violence, state child born, medical insurance and financial information.
- Interprets the application of a judges decisions regarding financial and/or medical support of a child.
- Negotiates child support agreements, stipulated order, and acknowledgement of paternity.
- Prepares petitions, motions for court hearings, and legal documents.
- Generates reports and supporting documentation.
- Testifies in court on matters relating to child support.
- Coordinates investigative efforts directly with law enforcement agencies.

### **Recommended Education and Experience for Full Performance**

Bachelors Degree from an accredited college/university in any field.

### **Minimum Qualifications**

High School Diploma or GED and four (4) years experience in legal research or legal document preparation, accounting, finance or social, health or human service program development or delivery and/or clerical experience in a Child Support Office may substitute for education on a month-for-month basis.

### **Level II**

Responsible for complex casework and/or financial calculations. Functions as a liaison between multiple entities including field staff, line management, financial and IT staff, attorneys, public officials, customers, and community resources. Provides technical consultation, training, and mentoring to co-workers.

- Reviews unresolved cases regarding establishment of child support eligibility and/or enforcement of court or negotiated orders.
- Investigates and prioritizes issues raised through internal staff/management, attorneys, legal and public officials and other agencies.
- Manages cases, inquiries, and complaints from other states.
- Provides financial expertise for cases with complicated financial agreements.
- Prepares complex financial calculations for audit and compliance reporting.
- Coordinates the applications of court orders and negotiated agreements.
- Performs financial audits.
- Identifies and initiates distributions, refunds, disbursements, recovery of fees, payments in suspense and records financial adjustments.
- Identifies and recommends cases for closure pursuant to federal regulations.
- Implements process to ensure data reliability and perform Data Reliability Reviews per federal guidelines for Court Order Approval and Case Closure Approval.
- Coordinates license revocation.

### **Recommended Education and Experience for Full Performance\***

Bachelor Degree from an accredited college/university and two (2) years experience in legal research or legal document preparation, accounting, finance or social, health or human service

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program development or delivery and/or clerical experience in a Child Support Office may substitute for education on a month-for-month basis.

### Minimum Qualifications

High School Diploma or GED and six (6) years experience in legal research or legal document preparation, accounting, finance or social, health or human service program development or delivery and/or clerical experience in a Child Support Office may substitute for education on a month-for-month basis.

### Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O\*NET. O\*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

### Knowledge

**English Language** — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.

**Law and Government** — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

**Clerical** — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

**Computers and Electronics** — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.

**Customer and Personal Service** — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

### Skills

**Reading Comprehension** — Understanding written sentences and paragraphs in work related documents.

**Active Listening** — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

**Speaking** — Talking to others to convey information effectively.

**Writing** — Communicating effectively in writing as appropriate for the needs of the audience.

**Critical Thinking** — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

**Time Management** — Managing one's own time and the time of others.

**Active Learning** — Understanding the implications of new information for both current and future problem-solving and decision-making.

**Coordination** — Adjusting actions in relation to others' actions.

**Judgment and Decision Making** — Considering the relative costs and benefits of potential

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actions to choose the most appropriate one.

**Monitoring** — Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.

**Statutory Requirements:** N/A

**Conditions of Employment:** Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Must possess a valid New Mexico driver's license.

**Default FLSA Status:** Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

**Bargaining Unit:** This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

**Established:** 06/01/2007      **Revised:** 9/20/2011

*\*Adapted from the United States Bureau of Labor Statistics and are intended to illustrate the typical education and experience required for this occupation.*

*Note: Classification description subject to change. Please refer to the SPO website [www.spo.state.nm.us](http://www.spo.state.nm.us) to ensure this represents the most current copy of the description.*