

## SELECTION PROCESS

Each candidate's background will be evaluated on the basis of information submitted at the time of application to determine the level and scope of the candidate's preparation for this position. The resume should include any additional information which the candidate wishes to be considered. Only the most qualified candidates, as determined by the screening process, will be invited to participate in the selection process. **Note: A background investigation will be completed on the candidates recommended for this position.**

## TO BE CONSIDERED

Highly qualified candidates are invited to submit a cover letter, comprehensive resume detailing their demonstrated experience and career accomplishments relevant to this position, verification of degrees, and current salary information. Submission should include the following:

- Candidate's ability to meet the requirements as stated in the Ideal Candidate and Qualifying Experience and Education sections of this recruitment announcement.
- For organizations and programs managed, the name of each employer, job title, size of organization's budget, number and composition of personnel supervised, scope of management responsibilities, functions managed, and dates of employment.

Please submit resume packages to the following e-mail address:

[ExecutiveRecruitment@hr.lacounty.gov](mailto:ExecutiveRecruitment@hr.lacounty.gov) and indicate the position title of Deputy Director CSSD in the subject line of your e-mail. Materials must be received by 5:00 p.m. **May 2, 2013**, in order to be considered. Electronic submittals are preferred.

Confidential inquiries welcomed to:

### **BILL DUKES**

County of Los Angeles  
Department of Human Resources  
500 W. Temple Street, Room 555  
Los Angeles, CA 90012  
213.974.2454 ph  
213.613.4773 fax  
wdukes@hr.lacounty.gov

This announcement may be downloaded from the County of Los Angeles website at: <http://hr.lacounty.gov>



## COMPENSATION & BENEFITS

**ANNUAL SALARY: \$115,016 – \$174,086 (R14).** This position is subject to the provisions of the County Management Appraisal and Performance Plan (MAPP). The salary range for this position is MAPP Schedule 14. The successful candidate may be appointed to any salary within the range, depending on qualifications.

**Benefits:** The County of Los Angeles provides an excellent benefit package that allows employees to choose benefits that meet their specific needs. The package includes:

- **Retirement Plan** – The successful candidate will be eligible for participation in a contributory defined benefit plan. If the candidate is a "new member" of the County's defined benefit plan (LACERA) after January 1, 2013, that person's pensions will be limited under the Public Employees Pension Reform Act (PEPRA). For these purposes, a "new member" is someone who first becomes a member of LACERA after January 1, 2013 – that is, someone first employed by the County on or after December 1, 2012 – unless she or he established reciprocity with another public retirement system in which she or he was a member before January 1, 2013. Details on PEPRA will be provided on request.
- **Cafeteria Benefit Plan** – Benefits may be purchased from the MegaFlex Cafeteria Benefit Plan using a tax-free County contribution of an additional 14.5% to 17% of the employee's monthly salary.
- **Non-Elective Days** – Ten paid days per year with the option to buy an additional one to 20 elective annual leave days.
- **Flexible Spending Accounts** – Employees may contribute up to \$200 per month tax-free to a Health Care Spending Account and \$400 per month tax-free to a Dependent Care Spending Account. The County contributes \$75 per month to the Dependent Care Spending Account.
- **Savings Plan (401k)** – Optional tax-deferred income plan that may include a County matching contribution up to 4% of employee's salary.
- **Deferred Compensation Plan (457)** – Optional tax-deferred income plan that may include a County matching contribution up to 4% of employee's salary.
- **Holidays** – Eleven paid days per year.

### VOLUNTARY STATE AND FEDERAL INFORMATION

Pursuant to State and federal requirements, we are requesting that you voluntarily provide the following information: (1) your race/ethnicity and (2) your gender. This information should be on a separate piece of paper (without your name) attached to your resume. This page will be removed from your resume when it is received, kept confidential, and utilized solely for required statistical purposes.

### SOCIAL SECURITY ACT OF 2004

Section 419(c) of Public Law 108-203, the Social Security Protection Act of 2004, requires State and local government employers to disclose the effect of the Windfall Elimination Provision and the Government Pension Offset Provision to employees hired on or after January 1, 2005, in jobs not covered by Social Security. It should be noted that County employees do not pay into Social Security, but do pay the Medical Hospital Insurance Tax portion of Social Security at a rate of 1.45%. All newly hired County of Los Angeles employees must sign a statement (Form SSA-1945) prior to the start of employment indicating that they are aware of a possible reduction in their future Social Security benefit entitlement. For more information on Social Security and about each provision, you may visit the website at [www.socialsecurity.gov](http://www.socialsecurity.gov), or call toll free (800) 772-1213. Persons who are deaf or hard of hearing may call the TTY number (800) 325-0778 or contact a local Social Security office.

County of Los Angeles



Career Opportunity



## Deputy Director, Child Support Services (Unclassified)

Filing Period  
April 5, 2013 – May 2, 2013



Recruitment Services provided by the  
Department of Human Resources

# THE COUNTY OF LOS ANGELES

With a population of over 10 million people, the County of Los Angeles (County) has more residents than any county in the nation, and within its boundaries are 88 cities. It is rich in cultural diversity and home to world-renowned museums, theaters, the nation's motion picture industry, major universities, and numerous five-star restaurants.

The County is governed by a five-member Board of Supervisors who are elected on a non-partisan basis and serve four-year terms. As the governing body, the Board of Supervisors (Board) serves as both the executive and legislative authority of the largest and most complex county government in the United States. There are seven appointed positions (Auditor Controller, Chief Executive Officer, Chief Probation Officer, County Counsel, Director of Children and Family Services, Executive Officer of the Board of Supervisors, and Fire Chief) that report directly to the Board. The remaining 25 department heads report to the Chief Executive Officer. There are also three elected officials (Assessor, District Attorney, and Sheriff), for a total of thirty-five (35) major administrative units or departments that currently serve the needs of the County's residents.

The County's annual budget for fiscal year 2012-2013 is \$25 billion, with funding for approximately 100,000 positions to serve its diverse population.



## CHILD SUPPORT SERVICES DEPARTMENT

The Child Support Services Department (CSSD) is the largest local operated child support agency in the nation with approximately 300,000 cases, and a current annual budget of \$164 million. CSSD was created as a new County department in July 2001, and has, in its short tenure, evolved from a strict law enforcement organization into a full-scale human services agency with a mission of "improving the quality of life for children and families of Los Angeles County by providing timely, accurate and responsive child support services." CSSD is charged with promptly and effectively establishing, modifying, and enforcing child support obligations, including medical support, and determining paternity for children born out-of-wedlock. CSSD is committed to improving the well-being of children and promoting the self-sufficiency of families.

The Department's Executive Offices and administrative headquarters are both located in the City of Commerce. The Department has public contact offices located in Commerce, Antelope Valley, Encino, West Covina, Torrance, and South Los Angeles.

## THE POSITION

The Deputy Director has a major impact in achieving the Child Support Services Department's mission to enrich our community by providing child support services in an efficient, effective and professional manner, one family at a time. The position reports to the Chief Deputy Director, Child Support Services, and may be responsible for directing operations of the Department's Call Center, Audit, Central Intake, Customer Financial Services, Policy, Staff Development, State Hearings/Ombudsman, and public contact offices throughout Los Angeles County.

The Deputy Director will represent the Department with public officials and with federal, State and local agencies, participate in the development of Departmental goals and objectives, and the formulation of policies and procedures affecting the operations of the divisions. The individual advises the Director and Chief Deputy Director on departmental budget and operational matters, and departmental compliance with all levels of regulations, statutes and rules. The Deputy Director oversees the resolution of difficult and/or complex policy questions and issues affecting the Department, and the direction, evaluation, motivation and discipline of employees.

## THE IDEAL CANDIDATE

Our ideal candidate is a seasoned leader in the field of managing child support or other large human services programs, such as welfare, child welfare, or similar social services. The Deputy Director has a demonstrated knowledge of child support programs, including the establishment, modification, and enforcement of child support orders, and knowledge of federal and State civil and criminal laws and regulations applicable to the delivery of child support services, and child support practices and procedures of the local courts. With a demonstrated ability to effectively interact with public officials, professional personnel, advocacy groups and the general public, the Deputy Director has strong presentation, and oral and written communication skills.

## QUALIFYING EXPERIENCE AND EDUCATION

Applicant must demonstrate the knowledge necessary to administer the child support enforcement program in accordance with federal, State and County statutory and regulatory requirements and the ability to manage a major segment of an organization.

A Bachelor's degree is required, and either a law degree or a Master's degree in Business or Public Administration, Psychology, Sociology, or a related field is desirable.

Three years of administrative management, two years of which must have been in a highly responsible and complex management capacity planning and directing, through subordinate supervisors, the work of an area staff engaged in the recovery and collection of child support payments and the procedural interpretation of child support regulations and programs, or similar level is necessary for consideration.

Administrative management experience includes analyzing, making recommendations, and directing an organization's budget and fiscal services, human resources, systems development and maintenance, or other administrative functions through subordinate supervisors.



## COMPETENCIES

We are looking for an individual who can demonstrate competency in the following areas:

### *Strategic and operations leadership*

- Create and maintain an environment of accountability. Ensure projects and deliverables are completed on time, and within budget.
- Support a culture of innovation and streamlining. Develop creative solutions in order to improve services.
- Possess professional and technical knowledge in order to provide service, advance technology solutions, and adhere to all federal, State, and local requirements.

### *Community outreach and public affairs*

- Active and involved with peers. Fully aware of the changing regulatory and political environment in child support services.
- Successful in reaching into communities of diverse stakeholders. Demonstrate knowledge of and sensitivity to cultural differences.

### *Collaboration and communication*

- Continually enhance the current service culture where each parent and customer is treated with fairness and consideration. Provide multiple points of outreach and contact for all customers.
- Establish partnerships with other County departments, public agencies, community programs, employers, and stakeholder groups. Collaborate with other child support organizations in order to build best practices for agencies statewide.