



Contra Costa County

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invites your interest for the position of

**DIRECTOR OF CHILD
SUPPORT SERVICES**

The County of Contra Costa

Located in northern California, Contra Costa County covers approximately 733 square miles extending from the northeastern shore of San Francisco Bay east to San Joaquin County. With a population of just over 1 million residents, the County is among the ten most populous counties in California and home to one of the State's most ethnically, culturally, and socioeconomically diverse populations. It has one of the fastest growing work forces among Bay Area counties, with growth in its employment base being driven by the need to provide services to an increasing population and the presence of relatively high-wage skilled jobs.



The County contains 19 incorporated cities and includes a variety of urban, suburban, industrial, agricultural, and port areas. Substantial portions of the County are served by the San Francisco Bay Area Rapid Transit (BART), which has contributed to significant residential and commercial development. Contra Costa is home to numerous attractions, including wildlife refuges, state parks, historic sites, and a variety of museums. Mount Diablo, a 3,849-foot peak at the north end of the Diablo Hills, is popular with outdoor enthusiasts, as are hiking, biking, horseback riding, boating, and other activities. The wine country of Napa and Sonoma Counties, picturesque seaside communities such as Carmel and Monterey, and the Sierra Lake Tahoe region are all within driving distance of Contra Costa.

Several prestigious public and private academic institutions are also located nearby, including Stanford University, University of California at Berkeley, University of San Francisco, University of the Pacific, San Jose State University, and California State University, East Bay. One of California's best community college systems is also located in Contra Costa County.

County Government and the Child Support Services Department

Contra Costa County was created in 1850 as one of the 27 counties formed at the time of California's statehood. The County Seat and County's Administrative Offices are located in the City of Martinez. Contra Costa County is governed by



an elected five-member Board of Supervisors and includes a variety of citizen commissions, committees, and other entities that advise the Board and County staff of issues and policy. The County Administrator is responsible for the day-to-day operations of the County, including overseeing implementation of Board directives; planning, monitoring, and overseeing County operations; supervising appointed Department Heads; and preparing the annual budget, among other tasks.

The County provides a full range of services through 27 County departments divided into the service

areas of Public Protection, General Government/Municipal Services, Health and Human Services, and Special Districts and Authorities. It has more than 10,000 employees and a total FY2021/22 budget of over \$4. billion with a General Fund of \$1.85 billion.

Contra Costa County Department of Child Support Services (DCSS) is one of four departments under the Health and Human Services Functional Group which also includes Employment and Human Services, Health Services, and Veteran's Services. DCSS supports children's futures, through assisting parents and guardians in establishing, collecting, and distributing child and medical support for minors.

The Position and Ideal Candidate

The Director and DCSS staff establishes and maintains programs to collect, from absent parents, support payments for custodial parents and their children as well as providing such services as locating absent parents; establishing paternity; obtaining, enforcing, and modifying child support orders; and collecting and distributing payments. The new Director will report to the County CAO and oversee an FY2021-22 budget of almost \$18.7 million with a staffing level of 134 FTEs.

The top priority for the Director is to lead the department to provide high quality services to constituents, while ensuring compliance with regulatory requirements and prescribed program guidelines. The individual selected as Director will have the opportunity to incorporate best practices and innovation to ensure the alignment of technology systems and procedures within the Child Support Services operation address various program mandates and outcome measures. This will require the Director to effectively lead goal setting, fiscal and personnel management and long-term planning.



The Child Support staff is very capable and competent in delivering programs and services to their customers, although there is a desire to adapt to, implement and integrate innovative practices within its service model. The new director will need to be a collaborative, team oriented and progressive leader with strong communication skills, possessing a value system that engenders trust and confidence and embodies a commitment to racial equity, diversity, and inclusion. The ideal candidate will have the ability to deliver clear and concise information related to the practices within the State of California Department of Child Support Services and to effectively deal with the public, elected officials and fellow public employees.

The diverse nature of programs and oversight within this department will require exceptional vision, project management skills while working

with a variety of partners and stakeholders. And the complexities of dealing with the wide array of regulatory guidelines at the federal, state, and regional levels require excellent administrative expertise to ensure compliance. Relationship building through proactive communication, diplomacy, and high levels of empathy are essential in effectively managing the competing financial needs and divergent interests associated with the wide variety of constituents.

This position requires a baccalaureate degree from an accredited college or university with a major in business or public administration, or a closely related field along with five (5) or more years of full time or its equivalent senior level managerial, administrative or supervisory experience relating to the planning, organizing and directing of various functions of a child support collection enforcement agency. Equivalent experience as described above may be substituted for the required education on a year-for-year basis up to a maximum of two years; or one year of graduate training in business or public administration or a closely related field in an accredited college or university may be substituted for one year of the required experience.

Compensation and Benefits

The salary range for this position is \$182,141.28 - \$221,393.88 annually DOQ. The County offers a competitive benefits program that includes the following:

- ◆ Retirement - The County pays the employer contribution to CCCERA, a 1937 Act defined benefit retirement plan, which has reciprocity with other 1937 Act county retirement systems, CalPERS and systems with CalPERS reciprocity. Employee contributions are based on a percentage of pensionable compensation. The County also participates in Social Security and Medicare.
- ◆ Health Insurance - A variety of medical, dental, and vision plans are offered.
- ◆ Long Term Disability - County paid program.
- ◆ Vacation Leave - Initial monthly accrual rate is 10 hours, up to maximum accumulation of 240 hours.
- ◆ Sick Leave - Monthly accrual is 8 hours.
- ◆ Annual Management Administrative Leave - 94 non-accruable leave hours are credited each January 1st (prorated for those hired after January 1st).
- ◆ Personal Holiday Credit - Accrual of 2 hours each month, up to 40 hours.
- ◆ Holidays - 10 holidays per year.
- ◆ Executive Professional Development Reimbursement - Eligible for reimbursement of \$925 each 2-year period for qualifying expenses, including the purchase of job-related technology devices or software. An additional \$750 per fiscal year is available through Career Development Training, which requires some cost sharing.
- ◆ Deferred Compensation Plan - County contributes \$85, plus an additional \$150 per month upon qualifying employee contributions to a 457 plan.
- ◆ Executive Life Insurance Program
- ◆ Management Longevity Pay.



The Process

If you are interested in pursuing this desirable career opportunity, please visit the Avery Associates Career Portal on our website at www.averyassoc.net/current-searches/ to upload your letter of interest, resume, and contact information, including email addresses for five work-related references (who will not be contacted until after an interview takes place).

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The final filing date for this recruitment is September 7, 2021.



If you have any questions regarding this position, please feel free to contact Paul Kimura at 408.399.4424 or by email: paulk@averyassoc.net or Bill Lopez at 408.888.4099 or by email: williaml@averyassoc.net.