

# **SNOHOMISH COUNTY JOB DESCRIPTION**

## **FAMILY SUPPORT INTERVIEWER**

Spec No. 5016

### **BASIC FUNCTION**

To interview custodians and/or parents of children requiring paternity establishment. To aid interviewers in providing necessary and complete information regarding absent parents and information necessary to the initiating of a lawsuit.

### **STATEMENT OF ESSENTIAL JOB DUTIES**

1. Conducts interviews and reviews information provided by the interviewee.
2. Provides routine and basic information regarding the paternity establishment process.
3. Assess the quality of information given during the interview and determines whether additional information should be required to be furnished by the interviewee.
4. Prepares a declaration for signature by the interviewee regarding the conception of the child (ren).
5. Records information related to the case on computer system.

### **STATEMENT OF OTHER JOB DUTIES**

6. Prepares client files, files paperwork, retrieves files, and performs other duties as necessary.
7. Performs related duties as required.

### **MINIMUM QUALIFICATIONS**

One (1) year prior interviewing, counseling, evaluating or similar experience; PLUS, experience working with the public in an office or agency environment; and, accredited training in interviewing techniques, psychology or social sciences preferred; OR, any equivalent combination of training or experience that provides the required knowledge and abilities. Prior computer and word processing experience is required. Must pass job related tests.

The employee will receive training in the use of the SEMS computer system and word perfect 5.1.

### **KNOWLEDGE AND ABILITIES**

Knowledge of:

- standard office procedures and practices
- general legal terminology
- commonly used office equipment

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### KNOWLEDGE AND ABILITIES (Continued)

- word processing
- basic interviewing techniques

#### Ability to:

- conduct telephone interviews
- learn SEMS and word perfect 5.1 computer system
- access, input, and retrieve information from computer
- accurately process data
- interview and communicate effectively with people of all ages and from a variety of cultural, economic and ethnic backgrounds
- operate office equipment
- establish and maintain effective work relationships with superiors, peers, associates and the general public
- interview individuals effectively in the face of hostility and dispute
- handle confidential and personal situations effectively
- analyze and evaluate data
- exercise good judgment as to when to act independently and when to refer situations to higher authority and to refrain from giving legal advice
- maintain strict confidentiality of information

### PHYSICAL REQUIREMENTS

Physical activities required are fingering (performed when operating equipment used in the position), talking, seeing and hearing. There is some walking, sitting, bending/stooping and pushing/pulling associated with the classification as it is currently performed.

### SUPERVISION

The employee reports to the Family Support Specialist or other superior as assigned. The work is reviewed by evaluation and results obtained.

### WORKING CONDITIONS

The work is performed in the usual office environment. The employee may encounter highly emotional and stressful situations. The employee is expected to respond to these situations by being calm, courteous, constructive and helpful.

Snohomish County is an Equal Employment Opportunity (EEO) employer.  
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

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Class Established: December 1992  
Previous Spec No. 610663  
EEO Category: 5 – Paraprofessionals  
Pay Grade: 230 – Classified Pay Plan  
Workers Comp: 5306 Non-Hazardous