

## TEST PLAN

### CHILD SUPPORT CASE MANAGER - #5129

1. Minimum Qualifications Screening
2. Test questions and criteria will be decided at time of recruitment by the hiring agency.
3. Those ranking highest on the test will be invited to participate in the next phase of the selection process.
4. If you are hired, certain knowledge and skills will be assessed during your trial service period.

#### MINIMUM QUALIFICATIONS

One year of experience enforcing, establishing or accounting for monies of child support orders. Qualifying experience must include working with the public in person or by phone giving information about services and programs and solving customer problems/complaints; **OR**

Three years of experience as a social service case manager.

#### OREGON YOUTH AUTHORITY OPTION

Three years of experience in a social service or juvenile justice setting with primary responsibility for guiding or counseling individuals or determining eligibility for agency programs which included interpretation and application of laws, rules and policies.