



alameda county
Human Resource Services
Our community. Your purpose.

The County of Alameda invites you to apply for

Deputy Director of Child Support Services



Who We Are

The mission of Alameda County Child Support Services is to encourage responsible parenting, family self-sufficiency, and child well-being by locating parents, establishing paternity, obtaining, modifying, and enforcing support obligations, and collecting support.

Children thrive when they receive consistent, reliable support from both parents. We believe the best child support outcomes result when both parents are engaged in the process. Our knowledgeable and friendly child support staff work with both parents to understand their unique situations and to help them to understand the child support process.

Our goal is to obtain child support orders that accurately reflect the financial circumstances of both parents so that their child receives support each month, and each parent can support themselves.



Quick Facts

- Operating budget: \$28 million
- 135 employees
- 25,800 cases
- \$78.6 million collected and sent to families in FFY 24-25
- \$3 collected for every \$1 expended

Alameda County



Alameda is the seventh most populous county in California, and has 14 incorporated cities and several unincorporated communities. Alameda County is known as "The Bright Side of the Bay" because of our diverse culture, great schools, beautiful recreation areas, and excellent business opportunities.

We have a diverse geography, from wetlands along the San Francisco Bay, to major cities like Oakland, to vineyards in the Livermore Valley. We are proud of our equally diverse population, with more than 57 languages spoken. We strive to hire culturally competent, energetic people who are passionate about public service.



The Opportunity

Deputy Director of Child Support Services

Make a Difference. Lead with Purpose. Shape the Future. We're seeking a dynamic and experienced leader to join Alameda County Child Support Services as our Deputy Director.

In this executive-level role, you will work closely with the Director to shape strategy, lead critical programs, and ensure that our operations align with state and federal regulations. You'll play a key role in guiding the Department's mission to support families and children through equitable and effective child support services.

As Deputy Director, you will lead department-wide operations, drive performance improvement, and foster a culture of service excellence. You'll collaborate closely with stakeholders, county leaders, and community partners to deliver high-impact services that make a difference in the lives of Alameda County families.

Ideal Candidate

Our ideal Deputy Director is a visionary and strategic leader who brings both heart and expertise to the mission of serving families. They are a big-picture thinker who can translate vision into action, aligning day-to-day operations with long-term goals.

They have a strong commitment to service excellence, with a deep understanding of how to lead through change, improve performance, and foster a high-performing, mission-driven culture. Skilled in organizational change management, they inspire teams, build trust, and cultivate collaboration across all levels of the department.

Key attributes include:

- A commitment to the department's vision, mission, and core values
- A strategic thinker who brings clarity, innovation, and integrity to every challenge
- A strong customer service orientation and a passion for public service
- The ability to lead, motivate, and empower staff to achieve ambitious goals
- A results-driven mindset, with a focus on performance and process improvement
- Clear, confident communication skills — written, verbal, and interpersonal
- Experience navigating complex systems, policies, and regulations
- A track record of working effectively with internal teams, County leaders, stakeholders, and the community

Compensation

The County of Alameda offers an excellent compensation and benefits program. The salary range for this position is **\$182,748.80 to \$233,230.40 annually**. The benefits plan includes:

- **Retirement:** The County's defined benefit pension plan is provided by the County Employee Benefit Law of 1937 and is managed by the Alameda County Employees' Retirement Association (ACERA).
- **Deferred Compensation:** A deferred compensation program is available through the County 401(a) and 457 plans.
- **Health plans:** The County offers a choice of health and dental HMO and PPO plans.
- **Cafeteria Benefit Plan:** The County allocates \$3500 annually which may be used for health and dental premiums, supplemental life insurance, AD&D and unreimbursed medical expenses.
- **Flexible Spending Accounts:** Employees may set aside pre-tax funds to pay for eligible medical and/or dependent care expenses.
- **Social Security:** The County pays the employer contribution of Social Security and Medicare.
- **Basic Life Insurance:** The County provides \$75,000 in Life Insurance.
- **Paid leave:** 12 paid holidays, 4 floating holidays, 8 management paid leave days. Vacation and sick leave accrue.
- **Optional Employee-Paid benefits:** These include long term care, pre-tax transit and parking benefits, identity and fraud protection, and pet insurance.

How to apply

Go to <http://bit.ly/45IWbqZ> to view the job listing and apply for this position.

The recruitment process consists of the following steps:

A review of candidates' application to verify possession of minimum requirements. Those candidates who possess the minimum requirements for the class will move on to the next step in the process.

A review of candidates' Supplemental Questionnaires to determine the best qualified. Those candidates considered the best qualified will move on to the final step in the process.

An oral interview which will be weighted as 100% of the candidates' final examination score. The oral interview may contain situational exercises.

Application Due Date:
8/29/2025

