

DHS Program Specialist

Child Support - Centralized Services

Job Location:

STATEWIDE (REMOTE)

Job Application:

To apply for this position, visit our [Apply Here](#) web page in a new tab by September 7, 2026.

About Position:

This vacancy is within the Tennessee Department of Human Services (TDHS), Child Support Program. The DHS Program Specialist is responsible for human services program evaluation and consultative work of average to considerable difficulty; performs related work as required. The Child Support Program offers a variety of services that support children and families. Services include locating absent parent(s) for the purposes of obtaining support or establishing paternity; establishment and enforcement of child support orders and/or medical support orders; collection and distribution of child support payments, etc. The DHS Program Specialist duties will include submitting Administrative Liens to Financial Institutions, Employers, and Insurance Companies. It includes working with internal and external customers to reach case resolutions. This position will support the Child Support Program's Centralized Services Unit.

Responsibilities:

- Prepare Child Support liens / notices and submit them to Financial Institutions, Insurance Companies, Attorney's and clients.
- Respond to customer service calls and inquiries from customers, employers and other agencies.
- Negotiate liens and maintain records in the Child Support Enforcement System (TCSES).
- Maintain daily statistical records of all inquiries received.
- Review Credit Bureau disputes.
- Attending meetings to discuss ideas for accuracy and delivery of excellent customer service.

Qualifications:

- Bachelor's degree and five years of full-time professional experience in one or a combination of the following: social services, human services, education, accounting, auditing, Program policy development, federal program contract management, case management, eligibility determination, and/or social services grant coordination.
- Substitution of Graduate Education for Experience: Graduate course work in any social services field may be substituted for the required experience, on a year-for-year basis, to a maximum of two years.
- Substitution of Experience for Education: Additional full-time professional experience in a field as listed above may substitute for the required education on a year-for-year basis to a maximum of four years.

OR

- Experience equivalent to three years in human services work as a state employee or as a individual under contract with the State of Tennessee.

Target Range:

The target range for the DHS Program Specialist position is **\$43,572 – \$54,396**. The directly related experience, knowledge, skills and abilities of the selected candidate will determine the actual salary offer.

Benefits Information:

For more information about employee benefits open our [DHS Employee Benefits brochure](#) in a new tab.

DHS Mission:

Strengthen Tennessee by Strengthening Tennesseans

DHS Vision:

To revolutionize the customer experience by growing capacity to reduce dependency.

DHS Values:

- High Performance
- Collaboration
- Continuous Improvement
- A shared Vision
- Customer-Centered Solutions