

SUPERVISING SUPPORT COLLECTOR

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position in the Department of Social Services, involving responsibility for supervising the support collection functions of a local district. This entails establishing and implementing collection procedures and coordinating the collection activities with other child support functions. The work is performed under the general direction of the Supervisor of Child Support Enforcement, with wide leeway allowed for carrying out the day to day functions of the position. Direct supervision is usually exercised over Senior Support Collectors and senior accounting staff, rather than Support Collectors. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Establishes, and implements, an effective system of controls to determine compliance with Family Court Orders for the processing of payments and orders of child support;

Oversees, and participates in, the training of staff in support collection procedures and techniques;

Coordinates the work of the Collection Unit with that of other units in the Department;

Oversees, and participates in, the preparation of financial reports, as required;

Supervises the maintenance of necessary financial records and files.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Thorough knowledge of collection principles and techniques; thorough knowledge of modern methods used in keeping and checking financial records and reports; thorough knowledge of office terminology; good knowledge of Federal and State social service laws, rules and regulations as they apply to child support enforcement; ability to plan, direct and accept responsibility for the work of others; ability to prepare clear and accurate records and reports; ability to establish effective working relationships with others.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree, including or supplemented by nine (9) semester credit hours in accounting, **AND** two (2) years of collection experience, which shall have involved keeping and checking financial records; **OR**
- (B) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree, including or supplemented by six (6) semester credit hours in accounting, **AND** four (4) years of experience, as outlined in (A) above; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma, **AND** six (6) years of experience, as outlined in (A) above; **OR**
- (D) An equivalent combination of training and experience, as defined by the limits of (A) through (C) above.

NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

SPECIAL REQUIREMENTS:

- (1) An employee in this position must be bondable.
- (2) Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.