

ASSISTANT SUPPORT COLLECTION SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for overseeing various technical phases of child support activities including preparation of proposed court orders, setting up new and modified orders on terminals, and enforcing court orders by issuing income executions or by preparing non-support petitions for filing with Family Court. This position differs from that of the Support Collection Supervisor by virtue of the more limited scope of responsibility; it differs from the Child Support Specialist by virtue of its breadth of responsibility and the responsibility for solving more complex problems. Work is performed under the general supervision of the Support Collection Supervisor with leeway for exercise of independent judgement in carrying out the details of the work. Supervision is exercised over the work of unit staff. Does related duties as required.

TYPICAL WORK ACTIVITIES:

Implements procedures regarding existing and new local, state and regulations pertaining to child support programs;
Monitors workload and status of unit activities to assure accounts are being maintained within legal criteria;
Assists in planning and implementation of new methods and procedures for effective operation of unit;
Prepares daily analysis sheets for bank reconciliation and distributes daily reports to staff; assists in preparation of monthly bank reconciliations;
Prepares monthly summary report and whatever other reports may be required concerning collections and distributions for the Department of Social Services;
Testifies at Family Court hearings on those cases needing clarification or expert testimony; may act as representatives of local district in court proceedings;
Responds to inquiries and resolves problems that may occur regarding child support; answers questions from clients, respondents and staff;
Supervises, trains, and evaluates assigned personnel.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of modern methods used in maintaining financial records and accounts;
Good knowledge of modern methods used in determining the financial status of individuals;
Good knowledge of Family Court procedures for preparing and understanding child support orders;
Good knowledge of Federal and State Social Service laws, rules and regulations as they apply to child support enforcement;
Good knowledge of office terminology, procedures and equipment;
Ability to supervise the work of others in a manner that will result in productivity;
Ability to analyze facts and make logical conclusions and

recommendations;
Ability to plan, direct and accept responsibility for the work of others;
Ability to express ideas clearly and concisely, both orally and in writing;
Ability to prepare clear and accurate records and reports;
Ability to establish effective working relationships with others;
Ability to understand and apply the laws, codes and regulations pertaining to child support cases;
Ability to prepare monthly A1 report, DEFRA report and statistical report for the Social Services Accounting and Child Support Enforcement Units;
Ability to learn tax offset procedures, applying tax offsets to system and refunding overpayments as may be necessary, to the respondents;
Ability to perform close, detail work involving visual effort and strain;
Ability to operate computer terminal;
Ability to make mathematical computations involving decimals and percentages;
Ability to fill in as may be necessary for Supervisor;
Ability to understand and interpret complex written material.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with an Associate degree and two years of collection or account keeping experience, or investigative or interviewing experience involving public contact; or
- B) Graduation from high school or possession of a high school equivalency diploma and four years of collection, account keeping, or investigation or interviewing experience involving public contact; or
- C) An equivalent combination of training and experience as defined between the limits of A) and B) above.

SPECIAL REQUIREMENT: (as per the New York State Office of Temporary and Disability Assistance, Transmittal 17-ADM-08)

Background Investigation and Additional Screenings:

Each candidate may be subject to a thorough background investigation. Candidates will be required to authorize access to educational, financial, employment, criminal history, or other records. Candidates will be subject to additional screenings as a term and condition of employment, including but not limited to, fingerprinting.