

## **SUPPORT COLLECTION SUPERVISOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves supervising and coordinating the staff of the Social Services Department's Support Collection Unit. The incumbent establishes and implements collection procedures and coordinates the collection activities with other child support functions. Work is performed under the general direction of the Coordinator of Child Support Enforcement with wide leeway allowed for planning and carrying out assignments. Supervision is exercised over the work of Senior Support Collectors and other subordinate clerical staff. There is no supervisory responsibilities over the investigative unit. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Prepares or supervises preparation of social services reports and correspondence;  
Establishes and implements an effective system of controls to determine compliance with Family Court orders for the payment of child support;  
Develops and implements procedures for collecting delinquent accounts and enforcing court orders; maintains and balances bank reconciliations on a monthly basis;  
May act as the representative of the local district in court proceedings to enforce a child support order;  
Oversees and participates in the training of staff in support collection procedures and accounting techniques;  
Coordinates the work of the collection unit with that of other units in the agency;  
Responds to a variety of correspondence regarding the fiscal matters of the unit;  
Acts as liaison between the Support Collection Unit and the New York State Office of Child Support Enforcement to insure that money is received on behalf of cases;  
Oversees and participates in the preparation of reports to New York State and/or Coordinator of Child Support Enforcement;  
Supervises the maintenance of necessary records and files.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the principles and techniques used in financial investigation and collection;  
Thorough knowledge of modern methods used in keeping and checking financial records and reports;  
Good knowledge of Federal and State social service laws, rules and regulations as they apply to child support collection and enforcement;  
Good knowledge of office terminology, procedures and equipment;  
Good knowledge of business arithmetic and English;  
Ability to plan, direct and supervise the work of others;

Ability to prepare clear and accurate records and reports;  
Ability to establish effective working relationships with others;  
Ability to perform close, detail work involving considerable visual effort;  
Ability to make complex arithmetic computations involving fractions, decimals, and percentages accurately;  
Ability to understand and interpret complex oral and written instructions;  
Ability to operate a computer terminal;  
Good judgment.

**MINIMUM QUALIFICATIONS:**

- A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree and three years of investigation or collection experience involving public contact; OR
- B) Graduation from high school or possession of an equivalency diploma and five years of investigation or collection experience involving public contact; OR
- C) An equivalent combination of training and experience as defined by 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.