

SUPERVISING SUPPORT COLLECTOR

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position 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. Direct supervision is usually exercised over Senior Support Collector rather than Support Collectors. The work is performed under the general direction of the Coordinator of Child Support Enforcement with wide leeway allowed for carrying out the day to day functions of the position.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Establishes and implements an effective system of controls to determine compliance with Family

Court orders for the payment of child support;

Develops procedures for collecting delinquent accounts and enforcing court orders;

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 techniques;

Coordinates the work of the collection unit with that of other units in the agency;

Oversees and participates in the preparation of reports as required;

Supervises the maintenance of necessary records and files.

REQUIRED KNOWLEDGE, SKILL, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and techniques used in financial investigation and collection; thorough knowledge of office terminology and methods used in keeping and checking financial records and reports; good knowledge of Federal and State social service laws, rules and

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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; and ability to establish effective working relationships with others.

ACCEPTABLE TRAINING AND EXPERIENCE:**PROMOTION:**

One year of satisfactory permanent competitive status as a Senior Support Collector.

OPEN COMPETITIVE: Either:

- A) Graduation from high school and five years of investigation or collection experience involving public contact, one year of which must have been in a supervisory capacity; or
- B) Graduation from a regionally accredited New York State registered two year college with an Associate Degree in Criminal Justice and three years of interviewing or collection experience involving public contact; or
- C) An equivalent combination of training and experience as stated in "A" and "B" above.

SPECIAL REQUIREMENT: An employee in this position must be bondable.

Approved by New York State Department of Social Services on August 31, 1976
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Last Reviewed: August 31, 1976
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A