

SUPPORT COLLECTOR

DISTINGUISHING FEATURES OF THE CLASS: This is clerical work of above average difficulty involving the establishment and maintenance of child support payment accounts in accordance with applicable laws, prescribed policies and procedures. The work requires decision making as to classification and disposition of accounts, and the exercise of independent judgement in dealing with clients and respondents as well as various courts and attorneys. The positions in this class are supervised by personal observation and review of work in progress or upon completion. Supervision is not a responsibility of the Support Collector. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews database records to determine delinquent accounts;
Audits delinquent accounts and prepares reports in accordance with prescribed policies and procedures;
Verifies current personal information pertaining to new and established accounts;
Performs research as necessary to obtain current personal information pertaining to accounts;
Prepares and files or issues legal forms, including petitions and wage withholding orders, and documentation in accordance with Family Court and other applicable laws;
May post figures to appropriate accounts either manually or through a computer, verifying all data entered;
Prepares routine financial or statistical reports using data entered in computer system, including status of accounts, current balances, and cash received;
Interviews clients, respondents, employers, and others to obtain additional information;
Provides routine information orally or in writing regarding status of accounts;
May generate legal documents using forms and composing short, complex narrative statements;
Files and maintains all records related to support accounts, including legal correspondence, payment records and activity logs;
Reviews more complex accounts with supervisory staff and/or legal advisors to insure proper disposition;
May testify at Family Court regarding accuracy of account;
Processes data either for computer or other records;
Makes computations as necessary;
Operates telephone, computer terminal, typewriter, calculator and other related office equipment.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of office terminology, procedures, equipment and business English;
Working knowledge of applicable laws;
Working knowledge of social services agencies and programs;
Working knowledge of basic investigative techniques used in determining the location and financial status of individuals;

Working knowledge of modern methods used in keeping and checking financial records and accounts;
Ability to make arithmetic computations involving fractions, decimals and percentage accurately;
Ability to write legibly;
Ability to prepare written material of varying complexity using established forms;
Ability to organize and maintain accurate records and files;
Ability to understand and interpret oral instructions, and/or written directions, eg, Federal and State administrative directives;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to develop effective working relationships and deal diplomatically with the public;
Ability to deal diplomatically with individuals in distressing human situations;
Ability to cope with numerous conflicting priorities and time demands;
Good judgement;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from high school or possession of a high school equivalency diploma and two years of collection experience or account-keeping experience; OR
- B) Completion of 60 semester credit hours at a New York State registered or regionally accredited college or university; OR
- C) An equivalent combination of training and experience as defined by the limits of A) and B) above.