

Jurisdictional Class: Competitive
EEO Category: Professionals
Revised: 06/21/2023

CHILD SUPPORT UNIT SUPERVISOR ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This position has responsibility to assist the Child Support Unit Supervisor in the administration of the support investigative functions of the Department. Work is performed under direct supervision of the Child Support Unit Supervisor, with some leeway allowed in carrying out the details of the work. Supervision is exercised over subordinate support investigative personnel. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Reviews NYS Office of Child Support Enforcement (NYSOCSE) reports, in an ongoing effort to evaluate employee production and training, and recommends appropriate action to the specific supervisor;
Continually evaluates staff knowledge of existing procedures and systems, in an effort to update and target problem areas;
Makes recommendations to Child Support Unit Supervisor on training needs, as they occur;
Monitors all banking functions of Child Support Unit (IV-D);
Reviews reports including (but not limited to) undisbursed, overdrafts, unapplied, etc.;
Makes recommendations to program supervisor, based on review of reports;
Supervises pilot programs until fully integrated into local IV-D procedures;
Receives assignment of special projects recommended by NYSOCSE;
Assists program supervisors in implementing changes in procedures to accommodate both Federal and New York State Law;
Researches problem cases referred to program supervisor;
Interprets new laws and regulations, administrative bulletins, etc.;
In the absence of the Child Support Unit Supervisor, will take over the Supervisor's responsibilities and other related duties.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of investigative procedures and techniques used in determining the location and financial status of individuals; working 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 and maintain effective working relationships with others.

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MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Bachelor's Degree in social work, sociology, psychology, business management, criminal justice or a closely related field **AND** two (2) years of supervisory experience working in a human services agency; **OR**
- (B) Possession of Associate's Degree in social work, sociology, psychology, business management, criminal justice or a closely related field **AND** four (4) years of experience working in a human services agency; two (2) years of which must have been in a supervisory capacity.

SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

NOTE: Degree(s) must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If the degree was awarded by an educational institution outside the United States and its territories, the candidate must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

Adopted: 03/14/1997
Revised: 12/09/2016, 01/16/2020, 06/21/2023