

SENIOR SUPPORT COLLECTOR

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Department of Social Services, and involves responsibility for making assignments and supervising the work of Support Collectors. Primary responsibilities are to supervise and review the checking of complex account-keeping records and reports for arithmetical and clerical accuracy. The work is performed under the general supervision of a higher-level collector or the Supervisor of Child Support Enforcement, allowing considerable leeway in the exercise of initiative and judgement. Supervision is exercised over the work of one or more Support Collectors or senior accounting staff. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Participates in the development, and implementation of, effective controls on the receipt and accounting of support monies in the agency;
Oversees, and participates in, the preparation of reports as required;
Reviews work of Support Collectors and assists in training of collection staff;
Oversees, and participates in, the maintenance of necessary financial records and files;
Plans, assigns and reviews the maintenance and checking of a wide variety of financial records and reports, and instructs subordinates in the specialized details of this work.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of collection principles and techniques; good knowledge of modern methods used in keeping and checking financial records and reports; good knowledge of office terminology; ability to deal firmly and effectively with others in the processing of payments and orders; ability to plan and supervise the work of others; ability to prepare written reports; good judgement.

MINIMUM QUALIFICATIONS: **Either:**

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree, including or supplemented by six (6) credit hours in accounting, **AND** two (2) years of collection experience, which shall have involved keeping and checking financial records; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma, **AND** four (4) years of experience, as outlined in (A) above; **OR**
- (C) An equivalent combination of training and experience, as defined by the limits of (A) and (B) above.

NOTE: Verifiable part-time experience will be pro-rated toward meeting full-time experience requirements.

SPECIAL REQUIREMENTS:

- (1) An employee in this position must be bondable.
- (2) Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.