

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SUPPORT COLLECTION SUPERVISOR **GRADE:** 13

TITLE ABBREVIATION: SUP COLLECT SUPV **TITLE NO.:** 6616

JURIS.CL: C **SALARY CODE:** 01 **UNIT:** **EEO CODE:** AS **FLSA CODE:** NE

DEPARTMENT: SOCIAL SERVICES **DIVISION:** CHILD SUPPORT ENFORCEMENT

SUPERVISOR'S TITLE: HEAD SOCIAL WELFARE EXAMINER

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for planning, assigning, supervising, and coordinating the daily activities of the support collection unit in the Child Support Enforcement Division of the Orange County Department of Social Services. Work is carried out in compliance with Federal and State mandates, Orange County Family Court orders, and local policies and procedures. Work is performed under the general supervision of a Head Social Welfare Examiner with wide leeway to exercise independent judgment in carrying out the details of the work. Direct supervision is exercised over the work of the personnel assigned to the support collection unit. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Supervises and evaluates the work of subordinates assigned to the support collection unit;
2. Assigns work to staff as required;
3. Establishes and implements procedures for collecting, accounting for, and dispersing court ordered support payments, including delinquent accounts and enforcing court orders;
4. Reviews and/or signs various court related documents;
5. Oversees difficult cases with staff in the areas of adjustment to accounts, certified arrears, and auditing of accounts;
6. Implements program changes in response to directives from the State, Family Court, or Head Social Welfare Examiner;
7. Establishes and maintains an effective working relationship with the Orange County Family Court, the Probation Department, County Attorney's Office, other county and law enforcement officials, and other departments within and outside the agency;
8. Oversees and participates in the training of newly hired or promoted staff in support collection procedures and techniques;

9. Supervises the maintenance of necessary records and files, including all computer systems used within the Support Collection Unit;
10. May act as the representative of the local social service district in proceedings involving child support.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and techniques used in financial investigation and collection; good knowledge of financial accounting and record keeping practices; good knowledge of office terminology and 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 enforcement; good knowledge of business arithmetic and English; ability to plan, direct, and supervise the work of others; ability to follow complex oral and written directions; ability to prepare clear and accurate records and reports; ability to establish effective working relationships with others; ability to operate office equipment; accuracy; integrity; good judgment; initiative; resourcefulness; tact; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Completion of sixty (60) college credits and two (2) years of experience which will have included making financial collections and maintaining financial records and accounts, one (1) year of which shall have included supervisory responsibilities; OR
 - (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience, one (1) year of which shall have included supervisory responsibilities as defined in (A) above; OR
 - (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.
- Your degree or credits 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 your degree or credits were awarded by an educational institution outside the United States and its territories, you 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>. You must pay the required evaluation fee.