

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SUPPORT COLLECTOR **GRADE:** 07

TITLE ABBREVIATION: SUPPORT COLLECTOR **TITLE NO.:** 6753

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

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

SUPERVISOR'S TITLE: SUPPORT COLLECTION SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for enforcing support payment schedules and collecting delinquent payments for child support pursuant to court order or voluntary payment agreements. The work is carried out in accordance with established policies and procedures and involves obtaining voluntary support payment agreements, monitoring child support payment accounts, identifying employer, and collecting monies owed on delinquent accounts. The work is performed under the supervision of the Support Collection Supervisor, with some leeway to exercise independent judgment in matters related to gathering information and following through to enforce payment on delinquent accounts. This class may lead and direct the work of subordinate clerical staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

1. Inputs data from court orders into the Automatic Support Collection Unit system and the Child Support Management System and retrieves information and automatic reports as necessary;
2. Monitors support payments as ordered by the courts or pursuant to voluntary payment agreements;
3. Obtain agreements for child support payments from parent or consenting family member to reduce accumulated arrears;
4. Reviews computer generated reports for accounts that require "Income Execution" or "Violation Petitions" and refers as appropriate for legal action;
5. Conducts administrative review to determine if income execution amounts should be adjusted and makes adjustments in accordance with regulations;
6. Advises clients and employers on current legislation, enforcement, and options pursuant to law;

-Continued-

7. Operates office equipment such as telephones, keyboards, calculators, copy and fax machines, computers and peripheral equipment.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL

CHARACTERISTICS: Good knowledge of the principles and techniques of financial investigation and collection; good knowledge of modern methods used in keeping and checking financial records and reports; skill in operating computer/word processing or other office equipment; ability to follow oral and written instructions; ability to establish successful work relationships; good judgment; tact; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and one (1) year of collection or account-keeping experience.

ADOPTED: 4/2/82
REVISED: 4/20/87
EEO CODE UPDATE: 11/29/90
REVISED: 3/28/91
REVISED: 8/28/02 kmg
REVISED: 06/26/12 dmc
EEO CODE UPDATE: 7/19/12