

## **SENIOR SUPPORT COLLECTOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This is moderately difficult clerical work involving the establishment and maintenance of child support payment accounts in accordance with applicable laws, prescribed policies and procedures. The work may require decision making as to classification and disposition of accounts, and the exercise of independent judgement in dealing with clients and respondents. The positions in this class are supervised by personal observation and review of work in progress or upon completion. This class differs from that of Support Collector in that duties are more complex and level of responsibility is higher. Supervision is not a responsibility of the Senior Support Collector. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Reviews new and modified court orders;  
Identifies and inputs data required to establish and update child support payment accounts using standard computerized accounting form;  
Posts figures to appropriate accounts either manually or through a computer, verifying all data entered;  
Prepares routine financial or statistical reports using data entered on manual records or in computer system, including current balances, cash received on accounts, and court order volumes;  
Provides routine information orally or in writing regarding status of accounts;  
Files and maintains legal correspondence, payment records, activity logs and related documentation;  
Processes data either for computer or other records;  
Makes computations as necessary;  
Updates rolodex record of payers;  
May answer telephone or receive support payments in absence of regularly assigned personnel;  
Operates telephone, computer terminal, printer, typewriter, calculator, copier and other related office equipment.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Good knowledge of office and legal terminology, procedures, equipment and business English;  
Working knowledge of applicable laws;  
Working knowledge of social services agencies and programs;  
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 prepare simple statistical reports;  
Ability to write legibly;

Ability to organize and maintain accurate records and files;  
Ability to understand and interpret complicated oral instructions,  
and/or written directions;  
Ability to perform substantial 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 three years of collection experience or account-keeping experience; or
- B) Completion of 60 semester credit hours at a New York State registered college or university and one year of collection experience or account-keeping experience; or
- B) An equivalent combination of training and experience as defined by the limits of A) and B) above.