

SUPERVISING SUPPORT OFFICER

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for supervising subordinate employees involved directly in the support enforcement, collection, and parent locator functions of the Support Collection Unit of the Cattaraugus County Department of Social Services. Direct supervision is exercised over support officers and the clerical/data control staff. The work is performed under the general direction of the Coordinator of Child Support Enforcement. A Supervising Support Officer does related work as required.

TYPICAL WORK ACTIVITIES:

- Oversees the intake and assignment of cases in the Child Support Unit;
- Oversees and monitors the enforcement efforts of the Unit;
- Oversees the data entry and case records maintenance of subordinates;
- Directs staff toward established collection goals;
- Confers with subordinates and guides them to solution of unusual circumstances and problems;
- Establishes and maintains an effective working relationship with the Family Court, Officers of the Court, other units of the agency, and other agencies;
- Oversees and participates in the training of staff in support collection procedures and computer operations;
- Coordinates procedures for receiving and transmitting pertinent case information between the Support Unit and other units of the agency;
- May represent the department in court/hearings involving child support;
- May act for or in place of the Coordinator of Child Support Enforcement during his/her absence.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of modern collection methods; good knowledge of laws, regulations, and procedures governing support enforcement in New York State; ability to quickly recognize incomplete or conflicting information; ability to plan, direct, and motivate the work of others toward predetermined goals; ability to prepare clear and accurate reports; ability to be courteous yet firm with the public.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- A) Graduation from a regionally accredited or New York State registered college or university with at least an associates degree in criminal justice, paralegal studies, or accounting; and three years of interviewing, or collections experience, one year of which shall have been in a supervisory capacity;
- OR
- B) Five years of interviewing or collections experience, one year of which shall have been in a supervisory capacity.

SPECIAL REQUIREMENT: New hires will be required to submit to and pass an FBI and local law enforcement background check in accordance with NYS Office of Temporary and Disability Assistance Administrative Directive 17-ADM-08 due to access to federal tax information.

CATTARAUGUS COUNTY CIVIL SERVICE

Adopted: 5/31/88

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