

SUPPORT OFFICER

DISTINGUISHING FEATURES OF THE CLASS: The work involves gathering information from clients and other sources in order to obtain support payment agreements or court orders. Support Officers are also responsible for pursuing the enforcement of collections from individuals as directed by court orders. The work is performed under the supervision of a Supervising Support Officer. A Support Officer does related work as required.

TYPICAL WORK ACTIVITIES:

- Interviews clients in order to assess the possibility of obtaining support payments;
- Extracts and compiles information during interviews necessary to obtain court orders directing individuals to make support payments, when voluntary agreement for payment cannot be reached;
- Interviews mothers in order to determine feasibility of pursuing court action to establish paternity;
- Reviews computerized files or interviews persons to determine location, address, and employer of legally responsible persons;
- Decides form of court petition and applicable procedure to obtain support order based on facts observed;
- Monitors and pursues enforcement of support payment orders by verbal or written persuasion, delinquency notifications, wage attachments and violation petitions;
- Refers cases of suspected fraud to the Fraud/Legal Unit of the agency;
- Continuously maintains current case files by operating alphanumeric keyboard or visual display computer terminal;
- May represent the department in court/hearings involving child support.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Working knowledge of interviewing techniques; ability to recognize incomplete or conflicting information; skill in operating an alphanumeric keyboard to accurately enter case data into computer systems; ability to understand and interpret laws and regulations concerning support cases; ability to be courteous yet firm with the public; ability to prepare written material.

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;

OR

- B) Two years of experience involving the interviewing of others or collection of delinquent payments or accounts.

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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