

MANAGER - CHILD SUPPORT ACCOUNTS

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision an incumbent is responsible for supervising the Support Collection Unit in the Office of Child Support Enforcement. In addition, the incumbent plans, develops, analyzes, evaluates and reviews management studies on new child support legislation and regulations, new State and local child support initiatives, and funding availability through Federal grants. The incumbent develops and initiates methods and techniques appropriate for the financial management of child support collection for the department consistent with applicable provisions of Social Service Law and departmental policies and procedures. Supervision is exercised over technical and clerical personnel. Technical advice and assistance is provided to other professional administrative staff of the department. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Studies program issues, operations and administrative procedures pertaining to the child support program in areas such as performance of contractors, feasibility of using private contractors to reduce operational costs and county manpower, worker productivity and job performance, and growth of child support program activities to achieve overall improved program performance;

Serves as the head of the Support Collection Unit (SCU), one of the three major divisions of the Office of Child Support Enforcement (OCSE). The SCU handles the financial record keeping and accounting procedures; account auditing responsibilities, and the study and analysis of fiscal and other organizational issues for the Office of Child Support Enforcement;

Oversees, through subordinate supervisors, several units charged with different aspects of child support collection resulting from local enforcement efforts as well as state and federal enforcement programs, such as, but not limited to auditing and reconciling payments made to child support recipients and making related adjustments; inputting information to set up and to make revisions to accounts based on court orders; auditing and reconciling account records of support moneys received in Albany by the centralized child support processing center;

Identifies problem areas in the Office of Child Support Enforcement as well as potential problems with existing and new programs resulting from state and federal legislation, regulations, and initiatives;

Coordinates with state information technology staff to obtain reports needed to complete studies;

Interprets, monitors and reviews changes in reporting requirements of local, state, and federal agencies regarding Child Support Enforcement as they affect operational procedures and systems and preparation of such reports to obtain the maximum level of funding reimbursement from the state and federal government;

Supervises the development of training materials and the development of the appropriate forms and trains staff on new program requirements and procedures;

EXAMPLES OF WORK: (Cont'd)

Prepares periodic progress reports and writes procedures to meet organizational objectives;

Plans work assignments and supervise subordinate supervisory and clerical staff;

Oversees audits of individual accounts as ordered by the Family Court or upon the request of Enforcement Unit supervisors.

Authorizes "\$50 pass-through" of child support to Public Assistance recipients whose benefits cannot be authorized as part of a monthly mass rebudgeting.

Troubleshoots problem accounts in coordination with Enforcement staff, Court Liaison staff, attorneys and Family Court Judges and Hearing Examiners, and may be called upon to testify;

Corresponds with reciprocal jurisdictions to clarify support orders and establish arrears to ensure that both the initiating jurisdiction and the responding jurisdiction have identical account records;

Serves as SCU contact person with bank officials, and New York State Office of Child Support Enforcement and any fiscal agent, on all fiscal issues;

Participates on statewide task forces exploring the development of new methodologies, policies and procedures regarding child support fiscal matters;

Organizes conferences for the employer community to provide information about the child support program, payment-processing activity through the NYS centralized child support processing center, and to discuss and facilitate the establishment of alternate means of payment through electronic funds transfer;

Assists in the preparation of the division budget and prepares the yearly equipment budget for area of responsibility;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGES, SKILLS, ABILITIES, AND ATTRIBUTES: Thorough knowledge of automated financial management and child support financial systems; good knowledge of the principles and practices of supervision; good knowledge of current issues and trends in child support enforcement and collection; ability to use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; working knowledge of Family Court Act, Domestic relations Laws, Civil Practice Laws and Rules, and Social Service Law, Codes Rules and Regulations related to child

REQUIRED KNOWLEDGES, SKILLS, ABILITIES, AND ATTRIBUTES: (Cont'd.)

support enforcement; ability to think analytically; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; ability to communicate effectively both orally and in writing; ability to work effectively with related agencies, officials and personnel; ability to plan, coordinate and evaluate the work of assigned personnel; leadership; tact; sound judgment; integrity; initiative; resourcefulness; physical condition commensurate with demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either: (a) Associates Degree* in Business Administration, Accounting or related field and seven years of experience in which the primary function of the position was complex financial account management in an automated environment, two years of which must have been in child support accounts; or (b) Bachelor's Degree* and five years of experience in which the primary function of the position was complex financial account management in an automated environment, two years of which must have been in child support accounts; or (c) an equivalent combination of training and experience as defined by the limits of (a) and (b).

SUBSTITUTION: Graduate school-level education may be substituted for the above experience at the rate of 30 credit hours* per year for up to two years. There is no substitute for the required experience in child support accounts.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution accredited or recognized by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.