

PROGRAM ADMINISTRATOR (PAYMENT PROCESSING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class directs the high volume of payment processing functions for the Department of Social Services. Responsibilities include ensuring the proper and timely processing of all paperwork, which culminates in public assistance payments to recipients, including authorizations for direct payments or payments for services to recipients. Responsibility involves ensuring payments are in accordance with state regulations, as well as departmental policies and procedures, and monitoring ongoing operations to ensure the efficiency of payment processing functions and develop system enhancement or modifications as needed. Supervision is exercised over subordinate personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Directs the payment processing operations for the Department of Social Services, which results in payments to recipients of public assistance and vendors who supply goods and services to those recipients;

Ensures the proper and timely auditing and processing of public assistance payments;

Implements fiscal controls to ensure accountability of funds expenditures;

Integrates departmental policies and procedures with state regulations related to payment processing procedures;

Monitors ongoing operations and methods to develop system modifications or enhancements in order to improve operations;

Resolves the more complex disputes with vendors concerning complaints or delays in claims, payment authorization or contract payment processing;

Plans, supervises and assigns work to staff, evaluates performance, conducts training and staff development activities, handles disciplinary issues, etc.;

Coordinates activities with other departmental staff, as well as staff in other county departments such as Finance, Law, Information Technology, to resolve problems and ensure compliance with all appropriate rules and regulations, as needed;

Monitors workflow systems for efficiency and implements internal audit controls to ensure fraud prevention;

Gathers, compiles and prepares various data for narrative and statistical reports;

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.

FULL PERFORMRANNCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES:

Thorough knowledge of applicable rules, policies, regulations and procedures of federal, state and local governments which govern the payment of funds under a variety of Social Service programs; good knowledge of monitoring techniques for claims processing and contractual payments; good knowledge of the capabilities of information systems technology and its application to financial reporting; ability to plan, organize, direct and evaluate the work of the unit as a whole as well as individual employees; ability to identify critical systems problems and to develop, implement and integrate realistic solutions into ongoing operations with minimum disruption to those activities; ability to organize and prepare narrative and numerical data into a meaningful format for top agency management information; ability to establish and maintain effective working relationships with others; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; initiative; and resourcefulness.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and eight years of experience where the primary function of the position was in payment processing in a large public (government) agency where automated financial information systems are used, two years of which must have been in a supervisory capacity.

SUBSTITUTIONS: Satisfactory completion of 30 credits* towards a Bachelor's or Master's Degree* may be substituted for the above experience at the rate of thirty credit hours per year to a maximum of four years. There is no substitution for the two years of supervisory 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.