

SENIOR RESOURCE CLERK

DISTINGUISHING FEATURES OF THE CLASS: Under direct supervision, an incumbent of this class performs complex clerical tasks and routine administrative support tasks related to the recoupment of monies to the Department of Social Services from relief recipients or responsible relatives. Incumbents may also arrange for burial of indigents and process undertaker payments and recoveries from the Social Security administration and insurance carriers. While supervision is not a responsibility of this position, incumbents may act as lead workers in the unit and provide guidance as needed. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Composes letters to attorneys, insurance companies, defendants and employers regarding accident cases involving injuries to relief recipients;

Prepares liens and/or assignments, files same with involved parties, and follows up on work until concluded;

Arranges for burial of indigents and processes payments to undertakers;

Files claims on assigned insurance policies, fraternal or union benefits and for Social Security lump sum death benefits;

Files application for custodial and representative payee payments with the Social Security administration;

Liquidates Burial Trust Funds established for clients;

Secures accounting of money due on accident liens, insurance and other reserves;

Prepares satisfactions of liens or assignments on personal injury actions and releases insurance proceeds and settlements;

Keeps related records and makes reports as required or assigned;

May act as a lead worker in the unit;

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

May perform other incidental tasks, as needed.

FULL PERFORMANCE SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the practices and procedures used in collecting money and in the maintenance, balancing, reconciling and checking of financial records and accounts; good knowledge of legal procedures in the recovery of liens or assignments of insurance policies and Social Security laws; good knowledge of the provisions of the New York State Social Services Law relating to client's resources; ability to communicate effectively both orally and in writing; ability to deal with undertakers, lawyers, insurance agents, case workers and other departments; ability to work under pressure and get along well with others; ability to carry out complex oral and written instructions; ability to use computer applications such as spreadsheets, word processing, calendar, email and database software; ability to read, write, speak, understand and communicate sufficiently in English to perform the essential functions of the position; tact; good judgement; patience; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and five years of experience where the primary function was financial record keeping, one year of which involved insurance, real estate, title searching or related fields.

SUBSTITUTIONS: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four years of the general experience. There is no substitution for the one year of specialized experience.

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