

SUPERVISING RESOURCE CLERK

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for planning, coordinating, and supervising the recovery of funds expended by the Department of Social Services from relief recipients or responsible relatives. Work involves the supervision of moderately complex legal clerical transactions related to the recoupment of assets from settlements related to estates, trusts/grants, personal injury cases, and real estate sales. This position has a wide variety of responsibilities and the incumbent must interact with a broad range of administrators, attorneys and insurance companies. Supervision is exercised over a number of clerical personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Reviews, analyzes, evaluates and assigns cases received from caseworkers, departmental staff and the Public Administrator for processing;

Ensures compliance with federal, state and county rules and regulations to ensure funds are recovered in a timely and appropriate fashion;

Establishes priorities and coordinates work activities to meet deadlines;

Prepares and transmits assignment of interests in legal actions or welfare liens to all concerned parties; i.e. attorneys, insurance companies and any other parties affected by the action;

Secures accounting and updated information as needed and independently forwards this information to attorneys and insurance carriers;

Files and amends liens, and on receipt of payment, prepares satisfactions and release of liens and records the same;

Makes preliminary reports of county liens to plaintiff's attorneys;

Assists with developing and implementing administrative policies/procedures to ensure compliance with federal, state and county rules and regulations;

Recommends changes in methods, procedures and organization to increase efficiency in unit operations;

Supervises staff and procedures relating to burials of indigent individuals who die in the County;

Oversees monthly mailing of accounts receivable letters for payment and addresses customer response;

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 KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of the New York State Social Services Law provisions related to client's assets and resources; good knowledge of legal procedures in the recovery of liens or assignments, insurance policies and social security laws; good knowledge of the principles and practices of supervision; ability to plan, coordinate, manage, supervise and evaluate the work of others; ability to establish and maintain business relationships with attorneys, insurance agents, undertakers and professional caseworkers; ability to work under pressure; ability to follow complex oral and written instructions; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; good judgment; tact; patience; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: a Bachelor's Degree* and two years of experience where the primary function of the position was the administration of financial record keeping pertaining to legal, insurance, real estate or title searching proceedings, one of which must have included the supervision of clerical staff.

*SPECIAL NOTE: Education beyond the secondary 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.

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