

## PROGRAM SPECIALIST (CHILD SUPPORT RECOVERY)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class is responsible for performing a variety of specialized duties related to the recovery of moneys from potential and existing child support judgments and arrears which may be available to the Department of Social Services. Work is performed in accordance with established policies and involves the investigation and analysis of resources, preparing related correspondence and documents, complex record keeping, program support and monitoring. Supervision may be exercised over support and clerical staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Evaluates child support cases with large delinquencies for likelihood of recovery by using enhanced investigative techniques such as third-party data aggregators, proprietary databases and restricted access databases;

Develops information about delinquent parent whereabouts, income or assets by developing schedules of employers, banks, business relationships and other government agencies to which delinquent the parent may be known; contacts parties via telephone, e-mail, written correspondence;

Uses modern debt collection techniques to recover funds owed the department from delinquent parent;

Schedules and coordinates all Genetic Marker Testing (GMT) for the establishment of paternity;

Works with Office of Child Support Enforcement staff, the County Attorney's Office and the Family Court regarding the introduction of genetic marker testing;

Monitors GMT spending and provide Office of Child Support Enforcement with statistical analyses of GMT;

Observes program and procedural compliance by staff and child support customers and recommends changes in operations, policies and procedures to OCSE managers to protect the Department of Social Services interest in collecting child support arrears;

Assists in enforcing support orders and the collection of arrears on interstate cases by contacting child support offices in other states/countries; sends required documentation and case information to these other child support agencies;

Investigates present whereabouts of child support parent with outstanding family court warrants and updates the warrant review case calendar with any new information developed in a timely fashion for communication to police departments and/or the courts;

Provides training to new workers on Child Support issues;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Performs a variety of other administrative support tasks relating to the monitoring, control, and collection of child support arrears;

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

FULL PERFORMANCE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of investigative techniques used in determining the location and financial status of individuals; good knowledge of federal, state and local social service laws, rules, regulations as they apply to child support enforcement; good knowledge of the various legal procedures, practices and filings related to child support resource recovery; working knowledge of modern account keeping principles and procedures; ability to perform arithmetical calculations accurately and quickly; working knowledge of insurance, real estate and business procedures; ability to file and retrieve records and data accurately and efficiently; ability to supervise the work of others; ability to establish and maintain effective working relationships with others; ability to use computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and/or database software in performing work assignments; ability to read, write, understand and communicate in English sufficiently to perform the essential functions of the position; initiative; resourcefulness; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's degree\* and two years of experience in which the primary function of the position was financial collection, child support enforcement or financial resource recovery.

SUBSTITUTION: Satisfactory completion of a Master's Degree may be substituted for one year of experience.

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