COLLECTIONS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: This is specialized technical work involving responsibility for activities necessary to collect debts owed to the County as a result of overpayment to public assistance clients. The work is performed under the direction of a higher-level administrator and work guidance (e.g., lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:
Reviews and processes referrals from various units in the Department of Social Services (e.g., Temporary Assistance, SNAP, Medicaid, Housing, etc.) with respect to overpayments made to clients;
Enters documentation relating to overpayments into the Cash Asset Management System (CAMS) to establish a claim for repayment in accordance with New York State Social Service regulations;
Contacts clients regarding utility, shelter advances and other payments made to them and reviews the terms of repayment agreements;
Locates and contacts past-due clients via telephone and written correspondence regarding outstanding obligations in order to recoup overpayments and advances;
Confirms and/or modifies repayment terms and follows-up to ensure client compliance with repayment obligations;
Reconciles New York State computerized payment reports, error reports, delinquency reports, using various databases systems (e.g., CAMS, WMS, Law Manager);
Meets with various departmental units (e.g., Temporary Assistance, SNAP, etc.) to ensure proper budgeting for financial recoupment;
Maintains records of client contacts and obligations in the Law Management System and prepares reports, as necessary;
Identifies prospective vendors (e.g. Orange & Rockland, Veolia, etc.) to determine whether there are any outstanding debts or overpayments owed to the County;
Uses computer applications and other automated systems (e.g., Word, Excel, Spreadsheet programs, etc.) in completing job assignments.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
Good knowledge of the principles and practices of debt collection and financial investigation; good knowledge of business arithmetic; good knowledge of methods used in checking financial resources; good knowledge of New York State Social Services law, particularly as it relates to recovery of overpayment to clients*; ability to use investigative techniques to locate individuals and/or financial assets; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships with others; ability to maintain records and prepare reports; ability to use computer applications and other automated systems in the completion of work activities*.

MINIMUM QUALIFICATIONS:

1. An Associate's degree or equivalent college credits (minimum of sixty (60) credits) <u>and</u> three (3) years of the experience in debt collection activities (e.g., financial investigation, locating debtors, evaluating financial records, etc.) as the major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience); <u>or</u>

(over)

2. A Bachelor's degree or higher <u>and</u> one (1) year of experience in debt collection activities (e.g., financial investigation, locating debtors, evaluating financial records, etc.) as the major function of the work (major function of the work is defined as 50% or more of the day-to-day work experience).

*To be demonstrated during the probationary period.

R.C.D.P.   (06.08.2015)   12.02.2024
Competitive