

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 Social Services administrator. 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, Food Stamps, 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, Food Stamps, etc.) to ensure proper budgeting for financial recoupment;

Maintains records of client contacts and client obligations in the Law Management System and prepares reports, as necessary;

Identifies prospective vendors (e.g. Orange & Rockland; United Water) 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:

A Bachelor's degree and one (1) year of experience in debt collection activities (e.g. financial investigation, locating debtors, evaluating financial records, etc.) as the major portion (over 50%) of the work.

NOTE: An Associate's degree or equivalent college credits (minimum of sixty (60) credits) and two (2) additional years of the experience described above may be substituted for the Bachelor's degree.

*To be demonstrated during the probationary period.

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Competitive