

**New York State Department of Civil Service**  
DIVISION OF CLASSIFICATION & COMPENSATION

Classification Standard

***Occ. Code 0243600***

**Credit & Collection Manager, M-2**

Brief Description of Class

The Credit & Collection Manager oversees all credit and collection operations and resolves premium billing issues at the New York State Insurance Fund (NYSIF). This position maximizes revenue and ensures that all monies due to NYSIF are collected in a timely manner.

Distinguishing Characteristics

*Credit and Collection Manager*: one-position class; oversees NYSIF's Receivables Management Department.

Illustrative Duties

*Credit and Collection Manager*

Oversees the Receivables Management Department.

- Supervises Insurance Fund Services Specialists 4, and lower-level staff in the Department.
- Recommends training programs for staff.
- Monitors all credit and collection operations.
- Reviews recommendations to write off overdue premiums with high balances.
- Negotiates and develops payment and credit terms for unique accounts or those with a high monetary value.

Reviews and implements procedures for credit and collection operations, including procedures to reduce overdue accounts.

- Reviews legal and industry changes that will impact credit and collection

procedures.

- Establishes and monitors internal controls for the Department.
- Assists Auditors in gathering information for the review of credit and collection procedures at NYSIF.

Responds to inquiries and resolves problems raised by the Board of Commissioners and other executive staff.

Testifies in court regarding legal proceedings brought against policyholders for the collection of premiums.

### Minimum Qualifications

#### *Credit and Collection Manager*

Promotion: one year of service as an Insurance Fund Services Specialist 4.

Open-Competitive: bachelor's degree and five years of experience in the collections department of an insurance company or a financial institution. Two years of experience must have been in a supervisory capacity.

**Note:** Classification Standards illustrate the nature, extent, and scope of duties and responsibilities of the classes they describe. Standards cannot and do not include all the work that might be appropriately performed by a class. The minimum qualifications above are those required for appointment at the time the Classification Standard was written. Please contact the Division of Staffing Services for current information on minimum requirements for appointment or examination.

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