

## **SENIOR SUPPORT INVESTIGATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This position involves responsibility for supervising the work of Support Investigators and conducting investigations to determine the location and financial ability of individuals legally responsible for the support of public assistance applicants/recipients, and those individuals eligible for non-public assistance child support services. Depending on workload and size of the agency, the incumbent may be required to conduct support investigations on a regular basis; the position does not involve responsibility for fraud investigation. Work is performed under the general direction of the Coordinator of Child Support Enforcement, Supervising Support Investigator and/or Support collection Unit Supervisor, allowing considerable leeway for the exercise of independent judgment in planning and executing assignments. Supervision is exercised over the work of Support Investigators and clerical support staff. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Oversees and participates in the interviewing of public assistance applicants/recipients and those individuals eligible for non-public assistance child support services in an effort to obtain information regarding the whereabouts of legally responsible relatives and their ability to support their dependents;

Oversees and participates in the interviewing of unwed mothers to obtain information regarding the father of the child necessary to establish paternity;

May make field investigations to interview individuals and to obtain or verify information and evidence;

Assist with intake and assignment of cases in the child support unit;

Serves or facilitates service of subpoenas and/or other legal papers in pending court proceedings as necessary;

Establishes and maintains a cooperative working relationship with other governmental agencies for assistance in locating individuals;

Oversees the maintenance of investigative case records;

Refers cases of suspected fraud to appropriate investigative unit;

Reviews the work of support investigators and assists in the training of investigative staff;

May represent and/or testify on behalf of the Department of Social Services in court proceedings to obtain or enforce a child support order;

Oversees and participates in the preparation of reports as necessary;

Oversees and participates in the reconciliation of bank accounts as needed;

Operates computer terminal and other related office equipment;

Performs tasks relating to scanning, file storage, indexing and filing utilizing all existing technology.

Assists in the planning and implementation of new methods and procedures to ensure the effectiveness of the operation of the unit;  
Responds to inquiries and resolves problems that may occur regarding child support;  
Fills in for Supervisor as needed;  
Responds to client, respondents, and staff inquiries.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of investigative techniques used in determining the location and financial status of individuals;  
Good knowledge of Family Court procedures used in understanding and preparing child support orders;  
Good knowledge of modern methods used in maintaining and checking financial records and reports;  
Working knowledge of office terminology, procedures and equipment;  
Working knowledge of arithmetical calculations involving decimals and percentages;  
Working knowledge of the preparation of monthly A1 report, DEFRA report, and statistical report for Social Services Accounting and Child Support Enforcement units;  
Ability to learn tax offset procedures, applying tax offsets to system, and refunding overpayments to respondents as necessary;  
Ability to understand and apply the laws, codes, and regulations pertaining to child support cases;  
Ability to plan and supervise the work of others to ensure productivity;  
Ability to prepare clear and accurate records and reports;  
Ability to establish and maintain effective working relationships with others;  
Ability to analyze facts and make logical conclusion recommendations;  
Ability to communicate effectively both orally and in writing  
Ability to perform close, detail work involving considerable visual effort and strain;  
Ability to operate a personal computer and become proficient with required operating system;  
Good judgment.

**MINIMUM QUALIFICATIONS:**

- A) Possession of an Associate's degree or higher in paralegal, social sciences, human services business or related field and two years of interviewing or investigating experience involving public contact; OR
- B) Possession of an Associate's degree and three years interviewing or investigating experience involving public contact; OR

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- C) Graduation from high school or possession of a high school equivalency diploma and four years of interviewing or investigating experience involving public contact; OR
- D) Any equivalent combination of training and experience as defined by the limits of A), B) and C) above.

**NOTE:** Your degree must have been awarded by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of education. If your degree was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the internet at <http://www/cs/ny/gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

**SPECIAL REQUIREMENT:**

**Background Investigation and Additional Screenings:** Each candidate may be subject to a thorough background investigation. Applicants will be required to authorize access to educational, financial, employment, criminal history, or other records. Candidates will be subject to additional screenings as a term and condition of employment, including but limited to, fingerprinting.

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