SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves conducting investigations to determine the location and financial status of individuals legally responsible for the support of public assistance recipients and those individuals eligible for non-public assistance child support services. The incumbent also investigates information relative to the paternity of children born out of wedlock to such public assistance recipients and child support services applicants. Incumbent assesses the feasibility of pursuing support and/or paternity through a court of competent jurisdiction and initiates the filing of such petitions as appropriate. This position differs from that of Social Services Investigator in that there is no responsibility for fraud investigation. Work is performed under general supervision from either a higher-level Investigator or the Coordinator of Child Support Enforcement, allowing considerable leeway for the exercise of independent judgment in carrying out specific tasks. Supervision over the work of others is not a function of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews and counsels public assistance applicants and Child Support Services applicants concerning the legal and financial responsibilities of legally responsible relatives;
Counsels public assistance applicants/recipients as to their obligations to cooperate with the Child Support Enforcement Unit;
Interviews unwed mothers to obtain information necessary to most accurately determine the identity of the putative father of their children born out of wedlock;
Obtains information required for computerized Automated Statewide Support Enforcement and Tracking System (ASSETS) file creation, legally responsible relative location and financial status verification;
Initiates various ASSETS location and resource verification processes such as US Postal Services searches, NYS Parten Locator Services Searches, and confidential wage clearance requests;
Determines the feasibility of filing a non-support and/or paternity petition based on the findings of their investigation;
Generates appropriate petition on ASSETS requesting the court to issue an order directing the responsible relative(s) to make support payments, and/or for a finding of paternity;
Serves summons' and other legal papers as directed to assist in pending court proceedings;
Refers cases of suspected fraud to appropriate investigative unit;
Prepares reports and maintains records;
Maintains a continuous case file of progress and results of investigations;
May be called upon to testify on behalf of the local agency in court proceedings.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of investigative techniques used in determining the location and financial status of individuals;
Working knowledge of social services agencies and programs;
Ability to develop effective working relationships and deal diplomatically with the public;
Ability to deal diplomatically with individuals in distressing human situations;
Working knowledge of modern methods used in keeping and checking financial records and reports;
Working knowledge of office terminology, procedures and equipment;
Working knowledge of business arithmetic and English;
Ability to understand and interpret laws concerning support cases;
Ability to prepare written material;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to operate a computer terminal;
Good judgment.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree or higher; OR

B) Graduation from high school or possession of an equivalency diploma and two years of interviewing or investigating experience involving public contact; OR

C) An 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 https://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay the required evaluation fee.

SPECIAL REQUIRMENT:
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 not limited to, fingerprinting.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.

Investigative Experience - The primary work activities include receiving complaints or reports of irregularities and conducting research into the background of the case and/or involved individual(s). Some of the facts and information checked might be: character, employment, educational, financial, or general background of the individual(s). The investigator will be required to write a detailed narrative report covering every aspect of the investigation, as well as making a recommendation concerning the disposition of the complaint or case.

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COMPETITIVE