

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 and/or Supervising Support Investigator, 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;

Operates computer terminal and other related office equipment;

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

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 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, regulations and other job related directive material;
Ability to plan and supervise the work of others;
Ability to prepare written material;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to operate computer and become proficient with required operating system;
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 in paralegal, social sciences, human services business or related field and two years of interviewing or investigating experience involving public contact; OR
- B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and three years interviewing or investigating experience involving public contact; OR
- 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.

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.