

SUPPORT INVESTIGATOR

JOB CODE: 5307
LOCATION: Tioga County Department of Social Services
CLASSIFICATION: Competitive
SALARY: CSEA - Grade VII
ADOPTED: 4/7/89; Revised 6/97, 9/98, 9/99, 12/01, 01/20; Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: This work involves responsibility for verifying the absence of a legally responsible relative from a household, locating the individual and assessing the possibility of obtaining reimbursement of funds. There is no responsibility for fraud investigation. The work is performed under general supervision with considerable leeway in carrying out the details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Interview applicants and appropriate relatives, neighbors and others in an effort to obtain information concerning the location of certain individuals;
- Determines financial resources of absent parent and obtains voluntary agreement for child support payments;
- Interviews unwed mothers in an effort to determine the feasibility of pursuing court action to establish paternity;
- Compiles information necessary to obtain a Family Court order directing individuals to make support payments when voluntary agreement for payment cannot be reached;
- Contacts banks, insurance companies and employers to determine financial resources of individuals legally responsible for the support of others;
- Contacts and interviews all parties thought to possess information on the location of an individual;
- Contacts other governmental institutions in an effort to locate individuals;
- Furnishes State Parent Locator Service with required information when local investigations fail to locate an absent parent;
- Refers cases of suspected fraud to appropriate investigative units;
- Prepares reports as necessary;
- Reviews support payment accounts, prepares petitions and appears in Court to testify as necessary;
- Maintains a continuous case file on the progress and results of the investigations;
- As necessary assists respondents in the completion of any required paperwork associated with child support matters.

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 office terminology and modern methods used in keeping and checking financial records and reports; ability to understand and interpret laws concerning support cases; ability to prepare written material; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS (Either):

- a. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in social sciences, human services or related field; and one (1) year of full-time interviewing or investigating experience or its part-time equivalent involving public contact; **OR**
- b. Graduation from high school or possession of a high school equivalency diploma and five (5) years of full-time experience or its part-time equivalent as defined in (a) above; **OR**
- c. An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

2. Support Investigator

PROMOTIONAL

Candidates must be permanently employed in the competitive class (or allocated to non-competitive class in accordance with section 55A of Civil Service Law) in Tioga County and must have served continuously in the competitive class on a permanent basis for 12 months immediately preceding the date of the written test as Social Welfare Examiner.

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.