

SENIOR SUPPORT INVESTIGATOR

JOB CODE: 5311
LOCATION: Tioga Co. Department of Social Services
CLASSIFICATION: Competitive
SALARY: CSEA, Grade IX
ADOPTED: 12/13/76; Revised 01/19 Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for conducting investigations to determine the location and financial status of individuals legally responsible for the support of public assistance recipients. The work does not involve responsibility for fraud investigation. This is a higher level position than that of Support Investigator by virtue of the advanced performance of field work/visits as part of the overall investigatory process. The work is performed under the general supervisor of the Coordinator of Child Support Enforcement allowing the incumbent considerable leeway in the exercise of initiative and judgment. Supervision is exercised over the work of Support Investigators and other subordinate personnel as directed by the Coordinator of Child Support Enforcement. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Interviews welfare recipients, applicants and their relatives, neighbors and others in an effort to obtain information concerning the whereabouts of certain individuals;
- Makes field visits to determine location of absent parents and verify case record information;
- Establishes and maintains a cooperative working relationship with other governmental agencies for assistance in locating individuals;
- Maintains investigative case records;
- Interviews recipients to determine the feasibility of pursuing court action to establish paternity and/or obtain child support payments;
- Refers cases of suspected fraud to appropriate investigative unit;
- Furnishes State Parent Locator Services with required information when local investigations fail to locate absent parent;
- Appears in court and testifies;
- May assist in training of investigative staff.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of investigative techniques used in determining the location and financial status of individuals; good knowledge of office terminology and modern methods used in keeping and checking financial records and reports; ability to supervise the work of Support Investigators; ability to understand and interpret laws concerning support cases; ability to provide training to investigative staff; ability to prepare written material; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: (Either):

OPEN COMPETITIVE:

- a. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree and two (2) years of full-time experience (or its part-time equivalent) in examining, investigating or evaluating claims within a public welfare support collection unit; **OR**
- b. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree and four (4) years of full-time experience (or its part-time equivalent) as defined in (a); **OR**
- c. Graduation from high school or possession of a high school equivalency diploma and six (6) years of full-time experience (or its part-time equivalent) as defined in (a).

PROMOTIONAL: At time of examination, candidates must have twelve (12) months continuous permanent competitive class status as a Support Investigator in the Tioga County Department of Social Services.

2. Senior Support Investigator