

Jurisdictional Class: Competitive
EEO Category: Paraprofessionals
Revised: 12/06/2019
Approved by NYS OTDA: 03/21/2008

SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: Responsible for, but not limited to verifying the absence of a responsible person, establishing current location, verifying employment or other source of income, filing all necessary papers to establish or enforce a court order for child support. Services are provided to any person making application as prescribed by law. This position differs from that of Social Service Investigator, in that there is no responsibility for fraud investigation. The work is performed under general supervision from either a Senior Support Investigator or a Supervising Support Investigator, allowing incumbents considerable leeway in carrying out specific tasks. Supervision is not normally a responsibility of this class. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Interviews recipient of child support services, their relatives, neighbors and others, in an effort to obtain information concerning the whereabouts of certain individuals;
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;
Prepares and files petitions and any other papers needed to establish or enforce a court order;
Contacts banks, insurance companies, and employers to determine the financial resources of individuals legally responsible for the support of others;
Contacts and interviews all parties thought to possess information on the whereabouts of an individual;
Refers cases of suspected fraud to appropriate investigative unit;
Prepares reports, as necessary;
Maintains a continuous case file of progress and results of investigations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of investigative techniques used in determining the location and financial status of individuals; working knowledge of office terminology; working knowledge of 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.

MINIMUM QUALIFICATIONS: Either:

- (A) Successful completion of sixty (60) credit hours at a regionally accredited or New York State registered college or university, of which at least thirty (30) credit hours were completed in social work, sociology, psychology, business management or criminal justice; **OR**

continued...

MINIMUM QUALIFICATIONS (cont'd):

- (B) Successful completion of thirty (30) credit hours at a regionally accredited or New York State registered college or university, of which at least fifteen (15) credit hours were completed in social work, sociology, psychology, business management or criminal justice, **AND** one (1) year of experience examining, investigating, interviewing, or evaluating claims and/or complaints; or in customer service*; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma, **AND** two (2) years of experience examining, investigating, interviewing, or evaluating claims and/or complaints; or in customer service*.

***Customer Service:** Cashier experience will not be acceptable as a qualification.

NOTE: Verifiable part-time experience as defined in (B) above will be pro-rated toward meeting full-time experience requirements.

Adopted: 01/28/1982

Revised: 01/07/1992; 08/25/1992; 03/23/1994; 04/18/1996; 06/18/1996; 06/22/2001;
02/11/2008; 03/05/2008; 12/09/2016; 12/06/2019