

Civil Division: Oneida County Government
Jurisdictional Class: Competitive
EEO Category: Protective – Non-Sworn
Revised: 03/05/08
Approved by NYS OTDA:

SENIOR SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: Employees in this class perform advanced work to determine the location and financial status of legally responsible parents whose families are in receipt of public assistance, as well as, non-public assistance clients, or to determine the nature of the support obligations to be pursued against parents whose families are applying for public assistance and non-public assistance families. Responsibilities include verifying the actual absence of the parent from the household, establishing current addresses, and establishing employment and/or other sources of income. Contacts are made with varied public and private agencies and individuals. The functional duties are similar to those of Support Investigator, except that through training and experience, Senior Support Investigators have gained the expertise to handle more complex problems and situations with less direct supervision. The work is performed under general supervision of a Supervising Support Investigator/Collector, and employees are permitted to exercise considerable initiative and judgment in evaluating individual situations. Completed work is evaluated by a supervisor to determine future course of action for each case. Supervision may be exercised over Support Investigators. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Determines the location and financial status of legally responsible parents of both public assistance and non-public assistance clients;
Locates putative fathers in an effort to pursue paternity action on behalf of both public assistance and non-public assistance clients;
Conducts interviews with both public assistance and non-public assistance clients to determine the nature of the support obligation to be pursued against absent parents;
Conducts interviews with absent parent, provides information on case status, balance owed, responsibilities regarding payment(s);
Establishes sources of income and location of absent parent;
Interviews neighbors, friends, relatives, former and present employers, and landlords to obtain necessary information;
Advises public assistance and non-public assistance applicants of the laws which govern their responsibility to comply with the pursuit of support, as well as, the department's authority to explore and enforce parental obligations;
Utilizes parent locator services when responsible parents cannot be located;
Prepares reports;
Prepares and files all necessary petitions;
Maintains a continuous case file of progress and results of investigations;
Takes all action necessary to enforce court order(s).

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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; good 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) semester credit hours at a regionally accredited or NYS registered college or university, of which at least thirty (30) credit hours were completed in social work, sociology, psychology or a related field** **AND** two (2) years of experience in social service-type programs examining, investigating, or evaluating claims and/or complaints for assistance, veterans, or unemployment benefits or a similar social service-type program operating under established criteria for eligibility; **OR**
- (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 or a related field** **AND** three (3) 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.

****Related Field:** May include the fields of business, criminal justice

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner. The incumbent must possess a valid New York State driver's license at time of appointment and must maintain license throughout appointment.

Adopted: 06/22/77, 03/01/82

Revised: 04/18/96, 03/07/97, 07/24/98, 10/20/00, 05/17/0, 02/11/08, 03/05/08