

SENIOR SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for making assignments and supervising the work of Support Investigators and support staff. Depending on the workload and the size of the agency, may be required to perform field and office assignments relating to establishing child support and enforcement of family court orders. Primary responsibilities include assignment of cases and supervision of work of Investigators. Work is performed under the general direction of a higher level of Investigator or the Commissioner of Social Services. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assigns and oversees cases for investigation and enforcement;
 Reviews and assures that case records are accurate and are acceptable to the courts;
 Assigns staff to perform specific duties relating to support and collection activities;
 Provides training to staff in all aspects of work performed by Investigators;
 Represents the Department of Social Services in court proceedings involving child support and enforcement;
 Participates in the development and implementation of effective controls on the receipt and accounting of support monies in the agency;
 Performs performance appraisals of subordinate staff;
 Prepares various court related documents;
 Serves as liaison between the department and other governmental and non-governmental agencies;
 Prepares a variety of reports as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:
 Good knowledge of investigative practices and techniques in locating persons and to determine financial status of individuals; good knowledge of training techniques; skills relating to inputting and updating data into computers; skill in interviewing techniques; ability to understand and interpret laws, regulations and policies relating to child support and enforcement; ability to plan and supervise work of others; ability to prepare written reports and to express one's self clearly and concisely; good judgment; tact; initiative; courtesy; physical condition commensurate with the demands of the position.

QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS: EITHER:

1. Graduation from a regionally accredited or New York State registered university or college with an Associate's Degree AND EITHER
 - a) Two (2) years of full-time paid experience, or its part-time equivalent, reviewing specialized claims and making the determination of eligibility for insurance or social programs, OR
 - b) One (1) year of investigative experience related to financial, insurance or criminal matters;
 OR
2. High school graduation or possession of a high school equivalency diploma AND four (4) years of experience as noted in (1) above; OR
3. An equivalent combination of training and experience as stated in (1) and (2) above.

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MINIMUM QUALIFICATIONS: (Continued)

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require access to transportation to meet field work assignments made in the ordinary course of business in a timely and efficient manner.

NOTE: Advanced education degree received will be accepted in lieu of the minimum education noted.

APPROVED: DECEMBER 31, 1997

REVISED: MARCH 6, 2019

CIVIL SERVICE CLASSIFICATION: COMPETITIVE