

SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves both office and field activities related to child support investigations, obtaining voluntary support payment agreements, monitoring voluntary and court ordered support payments and collecting delinquent payments. The work is performed under the general supervision of the Child Support Coordinator, Social Services Investigator or a higher level support investigator. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Interviews family members to determine which individuals are responsible for paying child support, their ability to pay and their location; Obtains information from various sources to substantiate information concerning family members including, but not limited to, employment, earnings, questions concerning maternity and/or paternity, residence, etc.; Files petitions with the court to obtain support; Monitors support payments as ordered by the court and income executions and initiates enforcement actions when necessary; Contacts individuals delinquent in payments by mail, phone, or in person; Accepts monies and issues receipts for support payments made to the support collection unit; Prepares records and reports of activities.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of the principles and practices of locating individuals and assessing their ability to support their dependents; Working knowledge of the principles and practices of financial investigations and collections. Working knowledge of modern methods used in keeping and checking financial records and reports; Ability to follow oral and written instructions; Good judgment; Initiative; Resourcefulness; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a regionally accredited or New York State registered two year college or business school with an associate degree in business, criminal justice, legal studies, human services, or related fields; OR
- B. (1) Graduation from high school or possession of a high school equivalency diploma and (2) two years experience in social services, collections, banking, , investigations, or related fields involving public contact; OR
- C. Three years experience in a clerical position which involves typing, account keeping and public contact; OR
- D. An equivalent combination of training and experience as indicated in (A), (B) and (C) above.

SPECIAL REQUIREMENTS: An employee in this position must be bondable.

NOTE: A valid New York State driver's license is required at time of appointment and maintained during employment.

Revised: 5/29/91; 6/14/96, 2/5/2008; 12/24/15; 1/18/16

Reviewed: 11/6/95; 7/22/09; 7/30/12