

### SUPPORT INVESTIGATOR

*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 welfare recipients. This position involves verifying the absence of a legally responsible relative from a household, locating the individual and assessing the possibility of obtaining reimbursement of funds for a social services agency. This position differs from that of Social Services Investigator in that there is no responsibility for fraud investigation. The work is performed under general supervision from either a higher level investigator or the Coordinator of Child Support Enforcement allowing incumbents considerable leeway in carrying out specific tasks. The incumbent does related work as required.

*TYPICAL WORK ACTIVITIES:* (Illustrative only)

Interviews welfare recipients and applicants and 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 when voluntary agreement for payment can not be reached;  
Contacts banks, insurance companies, employers to determine financial resources of individuals legally responsible for the support of others;  
Contacts other governmental institutions in an effort to locate individuals;  
Furnishes State Parent Locator Service with required information when local investigations fail to locate an absent parent;  
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 and 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; physical condition commensurate with the demands of the position.

*MINIMUM QUALIFICATIONS:* Either:

- (a) Graduation from a regionally accredited or New York State registered college or university with an Associate Degree in Criminal Justice; or
- (b) Graduation from high school or possession of an equivalency diploma and two years of interviewing or investigating experience involving public contact; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b).

*SPECIAL REQUIREMENTS FOR ACCEPTANCE OF APPLICATION:*

Candidates must be eligible for appropriate New York State driver's license.

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