

SUPPORT INVESTIGATOR I

DISTINGUISHING FEATURES OF THE CLASS: This is investigative work involving a responsibility for performing functions related to the collection and recovery of funds to reimburse the Department of Social Services for benefits provided to dependent children or to custodial parents (e.g., identifying and locating legally responsible relatives, verifying the absence from a household of legally responsible relatives, determining financial resources of responsible relatives, preparing support enforcement documents). The work is performed under the direction of a higher-level support investigator. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews applicants for child support services, including those referred from public assistance;
Interviews unwed mothers to determine feasibility of pursuing court action to establish paternity;
Compiles information to obtain a Family Court order for support payments;
Contacts banks, insurance companies, employers, etc. to determine financial resources of individuals legally responsible for the support of others;
Contacts other governmental institutions in an effort to locate individuals;
Provides the State Parent Locator Service with necessary information when local investigations are unable to locate absent parents;
Refers uncollectable accounts for appropriate legal action;
Answers phone calls from clients, courts, departments, etc. in reference to pending petitions;
Reviews violation lists and prepares and processes violation petitions;
Reviews case files related to petitions scheduled for court, including identifying parties involved and assisting in the preparation of financial data sheets;
Engages in efforts to negotiate settlements for court presentations;
Provides testimony regarding payment records as needed and documents proceedings by preparing and maintaining detailed case files;
Refers petitioner and/or respondent to appropriate sources such as DNA testing, visitation scheduling, alcohol counseling, etc., as needed;
Prepares directives for the accounting staff to initiate new support orders or amend existing ones;
Refers cases of suspected fraud to the appropriate investigative unit;
Reviews cases and refers those which meet criteria for criminal non-support action to the appropriate source;
Represents the department in family court on matters of paternity and support enforcement and may provide testimony on payment history and compliance with court orders;
Prepares a variety of reports.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of court procedures, especially as they relate to the writing and filing of support petitions; good knowledge of interviewing techniques in order to gather and provide information; 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 maintaining and checking financial records and reports; ability to establish and maintain cooperative relationships with clients, particularly those under potentially difficult circumstances common in paternity and support disagreements; ability to understand and interpret laws, regulations and policies as they relate to child support enforcement and support collections; ability to prepare written material.

(over)

MINIMUM QUALIFICATIONS:

1. Graduation from high school or possession of an equivalency diploma and four (4) years of paid work experience in investigating*, interviewing, collection or law enforcement in a police or related agency**; or
2. An Associate's degree or equivalent college credits beyond high school (minimum of sixty (60) credits) or higher and two (2) years of paid work experience in investigating*, interviewing, collection or law enforcement in a police or related agency**; or
3. A Bachelor's degree or higher in Criminal Justice or comparable degree.

*Investigating experience shall have substantially included systematic (e.g., step-by-step) research and/or evaluation of evidence, facts, allegations or other related information pertaining to individuals or organizations.

**A related agency could include a prosecutor's office, Federal Bureau of Investigation (FBI), Environmental Protection Agency (EPA), Homeland Security Investigations (HSI), Bureau of Alcohol, Tobacco and Firearms (ATF) or any other state related enforcement agency.

SPECIAL REQUIREMENTS:

For positions within the Child Support Enforcement Unit at the Rockland County Department of Social Services:

1. Possession of a valid driver's license or access to transportation to meet field work requirements in a timely and efficient manner.
2. Per Internal Revenue Service (IRS) Security Guidelines for Federal, State and Local Agencies (IRS Publication 1075, Section 5.1.1), employees with access to Federal Tax Information (FTI) must complete a background check which is favorably adjudicated. The background check will include FBI fingerprinting; a check of local law enforcement agencies where the employee has lived, worked and/or attended school within the last 5 years, and if applicable, of the appropriate agency for any identified results and verification of citizenship/residency. You will be required to pay for a processing fee for the fingerprinting. NOTES: (1) A criminal record does not necessarily disqualify you from employment or access to FTI. An individualized determination will be made as to how any conviction would impact suitability to handle FTI. (2) Federal guidelines require that a reinvestigation will be conducted within ten years of the date of the previous background investigation for each employee requiring access to FTI. NY law does not currently permit reinvestigation but may be changed at any time to permit reinvestigation pursuant to the federal guidelines.

Please refer to the FTI policy posted on the Rockland County Department of Social Services website for further information.

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Competitive