

## **SUPPORT INVESTIGATOR I**

**DISTINGUISHING FEATURES OF THE CLASS:** This is investigative work of a moderately complex nature involving responsibility for performing a variety of activities related to the collection of funds, by court order or other means, to reimburse the Department of Social Services for benefits paid on behalf of 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 investigator. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Interviews applicants for child support services, including individuals 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;  
Furnishes State Parent Locator Service with required information when local investigations fail to locate absent parents;  
Refers uncollectable accounts for appropriate legal action;  
Answers phone calls from clients, other courts, departments, etc. in reference to pending petitions;  
Reviews violation lists, prepares violation petitions and processes same;  
Reviews file concerning petition to be taken into court, assists parties to the action in preparation of financial data sheets, attempt to reach an agreement to be presented in court, testify concerning payment record as required, takes notes on proceedings;  
Refers petitioner and or respondent to appropriate source such as DNA testing, visitation scheduling, alcohol counseling, etc. as needed;  
Prepares instructions for the accounting section in order to establish a new support order or modify an existing order;  
Refers cases of suspected fraud to appropriate investigative unit;  
Reviews cases and refers those which meet criteria for criminal non-support action to appropriate source;  
Appears in Family Court on issues of paternity and support collection and may testify regarding payment history and compliance with Court orders;  
Prepares a variety of reports;  
Maintains detailed case files.

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

Good knowledge of court procedure, especially as related to the writing and filing of support petitions; 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 establish and maintain cooperative relationships with clients, particularly under potentially difficult circumstances common to support disagreements; ability to understand and interpret laws concerning support cases; ability to prepare written material.

(over)

**MINIMUM QUALIFICATIONS:** An Associate's degree, or equivalent college credits beyond high school (minimum of sixty (60) credits), and two (2) years of investigative\*, interviewing or collection experience or law enforcement experience in a police or related agency\*\*.

**NOTES:**

1. Graduation from high school or possession of an equivalency diploma and completion of an approved course of study for paralegals and two (2) years of experience as described above.
2. Additional years of college may be substituted for the required experience on a year-for-year basis, up to two (2) years.
3. A Bachelor's degree in Criminal Justice, or comparable curriculum, may be deemed fully qualifying.

\*Investigative 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.

\*\*Experience in a police or related agency shall apply to law enforcement experience only.

**SPECIAL REQUIREMENTS:**

1. Possession of a valid driver's license or access to transportation to meet field work requirements in a timely and efficient manner.

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

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.