

SUPPORT INVESTIGATOR II

DISTINGUISHING FEATURES OF THE CLASS: This is investigative work of a moderately complex nature involving responsibility for overseeing and participating in 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 distinguished from that of Support Investigator I in the level of responsibility, independence of judgment exercised and general complexity of assignments. The work is performed under the direction of a higher-level support investigator and work guidance (e.g. lead work) may be provided to others. Does related work as required.

TYPICAL WORK ACTIVITIES:

Interviews applicants for child support services, including individuals referred from public assistance;
Reviews cases and provides guidance, as needed, to others involved in support collection activities;
Oversees the intake and assignment of cases in the child support unit;
Acts as liaison with other governmental agencies in effort to locate individuals;
Maintains investigative case records and prepares reports;
Oversees and participates in the support petition function including the preparation of petitions, notification of the parties involved, court testimony concerning payment record, etc.;
Refers cases of suspected fraud to appropriate units.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of court procedure, especially as related to the writing and filing of support petitions; good knowledge of investigative techniques used in determining the location and financial status of individuals; good knowledge of office terminology and modern methods used in keeping and checking financial records and reports; ability to provide work guidance to others; ability to establish and maintain cooperative relations with clients, particularly under potentially difficult circumstances common in paternity and support disagreements; ability to prepare written materials; ability to understand and interpret laws concerning support cases.

MINIMUM QUALIFICATIONS:

1. An Associate's degree or higher, or equivalent college credits beyond high school (a minimum of sixty (60) credits) and two (2) years of investigative*, interviewing or collection experience or law enforcement experience in a police-related agency**.
2. Graduation from high school or possession of an equivalency diploma and completion of an approved course of study for paralegals and three (3) years of experience as described in (1) above.

*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-related agency shall apply to law enforcement experience only.

(over)

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

PROMOTION: Two (2) years of permanent status as a Support Investigator I.

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

SPECIAL REQUIREMENT: 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.

R.C.D.P. (03.08.2019) 07.22.2019
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