

SUPPORT INVESTIGATOR

This position exists in the Schenectady County Department of Social Services and involves responsibility for 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 service agency. Incumbents in this position are also responsible for obtaining voluntary support payment agreements, monitoring child support payment accounts and collecting monies owed to the social services department on delinquent accounts. 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.

TYPICAL WORK ACTIVITIES:

- 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 cannot be reached;
- Contacts banks, insurance companies, and employers to determine financial resources of individuals legally responsible for the support of others;
- Contacts and interviews all parties thought to possess information on the whereabouts of an individual;
- Contacts the governmental institutions in an effort to locate individuals;
- Performs a variety of related tasks as required.

FULL PERFORMANCE KNOWLEDGES, SKILLS ABILITIES AND PERSONAL CHARACTERISTICS: Working knowledge of investigative techniques used in determining the location and financial status of individuals and the collection of necessary funds; working knowledge of modern methods used in keeping and checking financial records and reports; working knowledge of office terminology; ability to understand and interpret laws concerning support cases; ability to prepare written material.

MINIMUM QUALIFICATIONS:

- (A) Graduation from a regionally accredited or New York State registered two year college with an associate's degree; OR
- (B) Graduation from high school and two years of interviewing, investigating or collection experience involving public contact; OR
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

SPECIAL REQUIREMENT:

1. An employee in this position must be bondable.
2. Possession of an appropriate New York State Vehicle operator's license at the time of appointment.