

PRINCIPAL FAMILY SERVICES INVESTIGATOR

464-G

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for planning, coordinating and supervising the performance and activities of the investigative personnel in the Department of Family Services. Duties, though similar to those of Senior Family Services Investigator, are broader in scale, are performed with more independence and involve a greater variety of related functions and the exercise of supervision over a greater number of subordinates. Work is performed under the supervision of the respective Family Services unit head.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Assists in the planning, organizing and coordinating the performance and activities of the
investigative units of the County Department of Family Services;

Provides training to new investigators;

Assigns work, directs and supervises subordinate investigators and clerical support staff;

Consults with investigators to plan for subsequent measures;

Participates in the development and implementation of effective controls regarding the receipt and
accounting for funds collected by operating units of the Department of Family Services;

Oversees and investigates alleged or indicated recipient or vendor fraud and conducts investigations
to locate persons responsible for the financial support for children;

Works with law enforcement officials to initiate cases against suspected fraud perpetrators and
recommends a course of action to collect funds owed the Department of Family Services to
include, but not limited to child support collections and Medicaid and/or Temporary
Assistance recoveries;

Conducts staff meetings to explain plans, policies and procedures as well as to discuss staff

concerns;

Maintains, distributes and updates all electronic referrals received through the Customer Call

Center;

Investigates customer complaint issues and either resolves or refers matters to his/her supervisor or

appropriate department;

May testify in court proceedings concerning civil or criminal actions brought against suspected fraud

perpetrators and/or prepares and testifies in Child Support Enforcement court proceedings;

Assists in performing special investigations of a confidential nature as needed;

Compiles reports on unit activities and maintains records in compliance with laws, rules and

regulations, utilizing various personal computer software programs;

Reviews staff performance and recommends personnel action based thereon;

Assists in monthly DNA testing for paternity establishment as needed;

May represent agency at various meetings as assigned.

Maintains cooperative working relationships with other units, divisions and government agencies to

facilitate the delivery of service.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Thorough knowledge of investigative techniques used in evaluating financial and

resource status of individuals; good knowledge of the State Social Services Law and related laws,

rules and regulations controlling the administration of programs and the enforcement of support

obligations and laws governing the issuance of Social Service Financial Benefits; good knowledge

of fundamental concepts used in conducting field investigations; good knowledge of interviewing principles and practices; ability to plan and supervise the work of others; ability to analyze and evaluate information and/or evidence and to draw conclusions from information and evidence; ability to understand, interpret and analyze financial records and reports; ability to prepare documents for legal actions according to prescribed regulations; ability to understand and interpret written material; ability to prepare reports utilizing personal computer software programs; ability to deal effectively and maintain good working relationships with the public and other departments and agencies; initiative; sound judgment; and emotional maturity.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with a Bachelor's Degree or higher and three (3) years of field and/or child support enforcement investigation experience; or
- (B) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents with an Associate's Degree and five (5) years of field and/or child support enforcement investigation experience; or
- (C) Graduation from high school or possession of a high school equivalency diploma and seven (7) years of field and/or child support enforcement investigation experience; or
- (D) An equivalent combination of training and experience as described in (A), (B) and (C) above.

***NOTE:** Qualifying field investigative experience is defined as investigative experience including experience with a law enforcement agency, credit bureau, bank, insurance company, Internal Revenue Service, social security office or retail audit office or similar office in which the candidate was involved in conducting investigations beyond the primary source (i.e. the client). Experience with a law enforcement agency is interpreted to include experience with military police, sheriff's department, state or local police, F.B.I., C.I.A. or private investigative experience with a detective or security agency.*

***SPECIAL REQUIREMENT:** Possession of an appropriate valid Motor Vehicle Operator's License at the time of appointment.*

NOTE: Your degree or credits must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree or credits were awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at: <https://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

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NYS Civil Service Commission Approval: N/A

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