

SUPERVISING SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative position involving responsibility for supervising the support investigation functions of a local Social Service district. Direct supervision is usually exercised over Senior Support Investigators rather than Support Investigators. The work is performed under the general direction of the Coordinator of Child Support Enforcement with wide leeway allowed for developing and implementing investigative procedures for the agency.

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.*

Establishes procedures for the intake and assignment of cases in the Child Support Unit;

Establishes and implements procedures for conducting support investigation in a local district;

Reviews investigation files and forms prior to submitting forms to State Parent Locator Service;

Establishes and maintains an effective working relationship with the Family Court, Probation

Department, County Attorney and other law enforcement officials;

Oversees and participates in the training of staff in support investigation procedures and techniques;

May act as the representative of the local district in court proceeding involving child support;

Assists in establishing and implementing procedures for receiving and transmitting pertinent case information between the support investigation unit and other units in the agency;

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

Thorough knowledge of investigative techniques used in determining the location and financial status of individuals; good knowledge of Federal and State social service laws, rules and regulations as they apply to child support enforcement; ability to plan, direct and accept

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responsibility for the work of others; ability to prepare clear and accurate records and reports; and ability to establish effective working relationships with others.

MINIMUM QUALIFICATIONS:

PROMOTION: One (1) year of satisfactory permanent competitive status as a Senior Support Investigator.

OPEN COMPETITIVE: Either:

- (A) Graduation from high school and five (5) years of interviewing or investigating experience involving public contact, one (1) year of which must have been in a supervisory capacity;
- (B) Graduation from a regionally accredited or New York State registered two (2) year college with an Associate's Degree in Criminal Justice and three (3) years interviewing or investigating experience involving public contact, one (1) year of which must have been in a supervisory capacity; or
- (C) An equivalent combination of training and experience as stated in (A) and (B) above.

Established by Regulations of the Department of Social Services on August 31, 1976
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Last Reviewed: August 31, 1976
Jurisdictional Class: Competitive
Public Hearing: N/A
NYS Civil Service Commission Approval: N/A