

ORANGE COUNTY CLASS SPECIFICATION

TITLE: SENIOR SUPPORT INVESTIGATOR **GRADE:** 10

TITLE ABBREVIATION: SR SUPPORT INVESTIGATOR **TITLE NO.:** 6677

JURIS.CL: C **SALARY CODE:** 01 **UNIT:** **EEO CODE:** PR **FLSA CODE:** NE

DEPARTMENT: SOCIAL SERVICES **DIVISION:** SUPPORT UNIT

SUPERVISOR'S TITLE: SUPPORT INVESTIGATIONS SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: This is a technical position in the Support Unit in Administrative Services in the Department of Social Services. Incumbents in this position present accurate information resulting from Child Support Investigations by the Support Investigators. Incumbents accurately record and transmit Court decisions to appropriate Child Support staff for preparation of child support orders. Work involves responsibility for presenting in Family Court information relative to Child Support Collection cases. Work is carried out in accordance with established policies and procedures, and is performed under the general supervision of the Coordinator of Child Support Enforcement or the Support Investigations Supervisor with wide latitude to exercise initiative and independent judgment in carrying out the details of the work. Supervision may be exercised over the work of the Support Investigators and designated clerical employees. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews information compiled by Support Investigators for accuracy and presents child support cases in Family Court;

Transmits Court decisions to appropriate child support staff for preparation of child support orders, warrants for arrest, future court summonses, and records the same in account ledgers to maintain a record of payments;

May act as a representative and/or provide testimony for individuals whose cases are presented in Court;

Performs additional Court ordered investigations;

Refers cases to State Parent Locator Service when local investigators fail to locate an individual;

Refers cases of suspected fraud to the Special Investigations Unit;

Establishes and maintains a close working relationship with Family Court personnel, law enforcement agencies and appropriate government and county agencies;

Maintains detailed case records and files;

May review, log and distribute incoming mail and Family Court Dispositions.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of federal, state and local social service laws and programs; good knowledge of Family Court policies, procedures, functions and regulations; good knowledge of investigative techniques used in determining the location and financial status of individuals; ability to understand and interpret laws concerning support cases; ability to establish and maintain successful relationships with others; ability to supervise the work of others; ability to prepare and present material effectively, both orally and in writing; ability to follow oral and written instructions; initiative; tact; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (A) Completion of a minimum of 60 semester credit hours and one (1) year of experience in examining, investigating, or evaluating claims for assistance or a similar program operating under established criteria for determining financial eligibility; OR
- (B) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience as described in (A) above.

Note: Your 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 credits were awarded by an educational institution outside 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 <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.