

Jurisdictional Class: Competitive
EEO Category: Professionals
Revised: 06/12/2025
Approved by NYS OTDA: 05/31/2007

CONFIDENTIAL SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves investigatory work of a specialized nature regarding compliance of respondents with support orders of the Family Court. The work involves the analysis and evaluation of respondent public assistance and non-public assistance payment records against the Court orders rendered on the cases throughout their payment history. Responsibilities include testifying in Family Court regarding an arrear's summary or a summary of amounts. Employees in this class prepare such summaries by researching and reconstructing chronologically the payment history of individual cases and matching such payments to various Court directives. The work requires interpretation of legal documents and making of complex arithmetical computations. Prepares and analyzes a variety of complex financial and statistical reports and records. Work is performed under direct supervision of the Supervisor, Child Support Enforcement, with leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is exercised over subordinate personnel. The incumbent trains personnel as required under the Supervisor's direction. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

Prepares detailed, complex arrears summaries of accounts for presentation in Family Court, and appears in Court to testify;
Reconstructs support payment histories and matches such histories to various Court directives;
Prepares affidavits for violation petitions submitted by Support Investigators;
Monitors payments on Court orders outside of Oneida County;
Interviews petitioners and respondents regarding discrepancies in figures involving support payments, arrears and orders of support;
Corresponds with various courts, respondents and clients regarding their case;
Maintains records and prepares reports using all enforcement techniques, as required by State Regulations;
Evaluates cases assigned and takes appropriate enforcement action (i.e.: violation petitions, modification petitions);
Revises and develops improved work procedures and methods, and implements those approved by Supervisor;
Supervises or performs complex account-keeping records and reports, for mathematical accuracy and completeness.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Good knowledge of the modern principles, practices and procedures of investigative work; working knowledge of methods used to determine financial status of individuals; working knowledge of accounting principles and practices; working knowledge of the source of financial records such as mortgages, deeds, bank accounts and insurance assets; ability to obtain information through interview and observation; ability to deal firmly and effectively with the public; ability to write clear and comprehensive reports; sound judgment; tact and courtesy; initiative and resourcefulness.

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MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Bachelor's Degree in social work, sociology, psychology, business management or criminal justice **AND** one (1) year of interviewing or investigating experience involving public contact, which must have been in a supervisory capacity; **OR**
- (B) Possession of Associate's Degree in social work, sociology, psychology, business management or criminal justice **AND** three (3) years of interviewing or investigating experience involving public contact, one (1) year of which must have been in a supervisory capacity.
- (C) Graduation from high school or possession of a high school equivalency diploma **AND** five years (5) years of interviewing or investigating experience involving public contact, one (1) year which must have been in a supervisory capacity.

NOTE: Degree(s) 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 the degree was awarded by an educational institution outside the United States and its territories, the candidate 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>. Candidates will be required to pay the evaluation fee.

Adopted: 03/02/1982

Revised: 05/31/1996, 09/24/1996, 05/09/2007, 12/09/2016, 12/06/2019, 01/16/2020, 06/21/2023, 06/12/2025