

SUPERVISING SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: This position involves supervising the work of a child support investigative unit. The position provides training and direction in effective performance of investigations; prepares statistical and narrative reports to the department, local, and state agencies; and assists in development of the annual unit budget. Depending on workload and the size of the agency, the incumbent may be required to conduct support investigations. Work is performed under the general direction of the Coordinator of Child Support Enforcement allowing wide leeway for the exercise of independent judgment in planning and executing assignments. Supervision is exercised over the work of Senior Support Investigators, Support Investigators and clerical support staff. Does related work as required.

TYPICAL WORK ACTIVITIES:

Oversees and may direct the interviewing of public assistance recipients and applicants and their relatives, neighbors and others in an effort to obtain information concerning the whereabouts of certain individuals;

Oversees the intake and assignment of cases in the child support unit;

Serves subpoenas and other legal papers as directed to assist in pending court proceedings;

Establishes and maintains a cooperative working relationship with other governmental agencies for assistance in locating individuals;

Oversees the maintenance of investigative case records;

Oversees and may direct the interviewing of unwed mothers to determine the feasibility of pursuing court action to establish paternity;

Refers cases of suspected fraud to appropriate law enforcement unit;

Reviews the work of support investigators and assists in the training of investigative staff;

May represent the Department of Social Services in court proceedings to obtain or enforce a child support order;

Prepares a variety of statistical and narrative reports for the department, County and State agencies;

Develops the annual proposed budget for the child support investigative unit;

Supervises, trains, and evaluates assigned personnel;

Monitors personnel time usage.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of investigative techniques used in determining the location and financial status of individuals;

Good knowledge of modern methods used in keeping and checking financial records and reports;

Good knowledge of office terminology, procedures and equipment;

Good knowledge of business arithmetic and English;

Familiarity with the process of governmental budget development;

Ability to understand and interpret laws concerning support cases;
Ability to plan and supervise the work of others;
Ability to prepare narrative and statistical reports;
Ability to perform close, detail work involving considerable visual effort and strain;
Ability to operate a computer;
Good judgment;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with an associate's degree in criminal justice and three years of interviewing or investigating experience involving public contact, one year of which shall have been in a supervisory capacity; OR
- B) Graduation from high school or possession of a high school equivalency diploma and five years of interviewing or investigating experience involving public contact, one of which shall have been in a supervisory capacity; OR
- C) Any equivalent combination of training and experience as defined by the limits of A) and B) above.