

Jurisdictional Class: Competitive
EEO Category: Paraprofessional
Revised: 06/10/2024

SUPERVISING SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: This is administrative work which involves responsibility for supervising the child support investigations of a local Social Service district. Direct supervision is exercised over all investigators. The work is performed under the general direction of the Child Support Unit Supervisor with wide leeway allowed for developing and implementing investigative procedures for the agency. The incumbent performs related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

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 staff from Family Court, Probation Department, County Law Department and local 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 reviewing and transmitting pertinent case information between the support investigation unit and other units in the agency.

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 Federal and State social service laws, rules and regulations as they apply to child support enforcement; ability to plan, direct and accept responsibility for the work of others; ability to prepare clear and accurate records and reports; ability to establish effective working relationships with others, ability to coach and train subordinates.

MINIMUM QUALIFICATIONS: Either:

- (A) Possession of Associate's Degree in social work, sociology, psychology, business management, criminal justice or a closely related field, **AND** three (3) years interviewing or investigating experience involving public contact, two (2) years of which must have been in a supervisory capacity; **OR**
- (B) Graduation from high school or possession of a high school equivalency diploma, **AND** five (5) years of interviewing or investigating experience involving public contact, two (2) years of which must have been in a supervisory capacity.

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SPECIAL REQUIREMENT: Possession of a valid New York State driver's license at time of appointment. License must remain valid throughout appointment.

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 at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. Candidates will be required to pay the evaluation fee.

Adopted: 01/28/1982

Revised: 08/12/1992, 09/23/1996, 08/22/2006, 12/09/2016, 01/17/2020, 06/10/2024