



**Cayuga County Department of Human Resources  
and Civil Service Commission**

**JOB SPECIFICATION**

Civil Service Title: **SENIOR SUPPORT INVESTIGATOR**  
Jurisdictional Class: Competitive  
Civil Division: Department of Social Services  
Adoption: CSM 1/10/96  
Revised: CSM 08/13/03; 10/15/03; 2/9/05; 7/13/05; 8/9/17

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**DISTINGUISHING FEATURES OF THE CLASS:**

This position exists in the Child Support Enforcement section of the Department of Social Services and involves responsibility for coordinating the presentation of court proceedings to secure support payments for petitioners and clients and for advising and instructing lower level Human Services Investigators on court procedures and preparation of support related documents and records. Incumbents review, collect, and prepare necessary information for court proceedings, testify in court hearings, and disseminate court judgments/settlements to Human Services Investigators for follow-up action. The work is performed under the general supervision of the Coordinator of Child Support Enforcement with leeway allowed for the use of independent judgment in carrying out work details. The incumbent in this position is in charge of the Child Support Enforcement Section of the Department of Social Services in the absence of the Child Support Enforcement Coordinator. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES: (Illustrative Only)**

Reviews department support cases scheduled for court and ensures material, records, and documents are complete, accurate, and up to date;  
Becomes familiar with aspects of cases to be able to respond to questions from attorneys, the court, and other interested parties;  
Appears and testifies in court hearings involving establishing paternity and child support, and support modifications and violations when necessary;  
Reviews and signs petitions for court, prepared by Human Services Investigators, and prepares petitions as needed;  
Establishes and maintains effective working relationships with family court attorneys, probation, and law enforcement agencies;  
Calculates respondent's resources and averages on support payments;  
Explains support petitions, court orders, and notices to appear in court to petitioners and respondents;  
Interprets family court orders to Human Services Investigators and advises on support related policies and procedures;  
Disseminates information on court decisions to investigative and clerical staff for entry onto automated system and appropriate follow-up action;  
Assists in establishing and implementing procedures for recording and transmitting pertinent case information between child support sections and other units in the department;  
Refers cases of suspected fraud to appropriate investigative unit in the department;  
Supervises and participates in 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;  
Supervises the intake and assignment of cases in the child support unit concerning support issues;  
Establishes and maintains a cooperative working relationship with other governmental agencies for assistance in locating individuals;  
Supervises the maintenance of investigative support case records.

**TYPICAL WORK ACTIVITIES, continued: (Illustrative only)**

Supervises and participates in the interviewing of mothers to determine the feasibility of pursuing court action to establish paternity;  
Reviews the work of 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;  
Contacts banks, insurance companies, and employers to determine financial resources of individuals legally responsible for the support of others;  
Oversees and participates in the preparation of reports as necessary;  
Performs other related work as assigned.

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

Thorough knowledge of Social Services Law and regulations related to child support enforcement;  
Good knowledge of the procedures and practices related to family court proceedings for support payments;  
Good knowledge of investigative techniques used in determining the location and financial status of individuals;  
Good knowledge of office terminology, procedures, and equipment;  
Working knowledge of business arithmetic and English;  
Ability to understand and interpret laws concerning support cases;  
Ability to review and prepare support petitions, affidavits, and other support related documents and records;  
Ability to supervise and instruct subordinate staff on proper work procedures and methods;  
Ability to explain support petitions, court orders, and notices to appear in court;  
Ability to gather, review, and prepare materials and documents for effective family court presentations on support cases;  
Ability to make precise and accurate oral statements;  
Ability to establish effective working relationships with others;  
Ability to operate a computer terminal.

**MINIMUM QUALIFICATIONS: EITHER:**

- (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in business administration, paralegal technology, social sciences, human services, business management, or related field, and two years of interviewing or investigating experience; OR  
(B) Graduation from high school or possession of a GED and four years of interviewing or investigating experience; OR  
(C) Any equivalent combination of training and experience as defined by the limits (A) and (B) above.

**PROMOTIONAL QUALIFICATIONS:**

Two years of permanent competitive status as a Human Services Examiner or as a Social Services Investigator in the Case Integrity Unit of the Cayuga County Department of Social Services.

**SPECIAL REQUIREMENT:**

Certain assignments made to employees in this class will require reasonable access to transportation to meet fieldwork requirements made in the ordinary course of business in a timely and efficient manner. Operation of county-owned vehicles requires employees to possess a current valid New York State Motor Vehicle operator's license.