

SENIOR SUPPORT INVESTIGATOR

DISTINGUISHING FEATURES OF THE CLASS: The work involves supervision of the support collection unit of the Social Services Department. The unit supervisor is responsible for the collection of court ordered support payments from respondents and disbursement of these funds to petitioners. The work involves the operation and maintenance of a computer and printer to enter and retrieve data from a central state computer for the purpose of maintaining records of support payments. Routine financial accounts and records are maintained on the computer however, a high degree of accuracy is required to avoid financial hardships for petitioners due to incorrect or delayed payments. Responds to all inquiries and complaints relative to court ordered support payments. The work is performed under the general supervision of the Social Services Commissioner and direct supervision Social Services Investigator. Direct supervision is exercised over subordinate personnel. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only) Maintains and supervises the maintenance of all support collection records on the central computer including setting up new account based on court orders, entering all collections and disbursements, updating records on a routine basis to reflect change in amount of payments, addresses, number of dependents, etc., terminates accounts; Operates and maintains a computer and printer to enter and retrieve from a central state computer data relative to court ordered support payments in Delaware County. Monitors individual accounts utilizing computer print-outs to assure compliance with court orders. Prepares and sends out delinquency notice and initiates collection action if required including violation petitions and income executions; Reconciles bank accounts with deposit records and computer print-out on a monthly basis; Retrieves and submits computer generated financial reports to the Commissioner; Responds verbally and in writing to all complaints and inquiries concerning support payments. Clarifies content and meaning of court orders to respondents and petitioners. Advises petitioners of services available to them in cases of violation of court orders by respondents.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Thorough knowledge of the operation and maintenance of a computer and printer; Thorough knowledge of the nature and purpose of support collection records maintained on the central computer including how to enter and retrieve data relative to these records; Working knowledge of Family Court and Social Services regulations pertaining to support payment; Ability to operate a computer and printer, check writer, calculator, and other office machines; Ability to perform responsible work with minimal supervision; Ability to plan and supervise the work of others; Ability to deal effectively with the public; Ability to maintain accurate records; Awareness of confidentiality of support records; Tact; Honesty; Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a 2-year college or business school with an associates degree in business, criminal justice, legal studies, human services, or related field and one year experience in the compilation and maintenance of financial accounts and records which shall have included the operation of a computer; OR
- B. (1) Graduation from a high school or possession of a high school equivalency diploma and (2) three years of experience in the compilation and maintenance of financial accounts and records which shall have included the operation of a computer; OR
- C. Five years of experience as described in (A) above which shall have included experience in the operation of a computer; OR
- D. An equivalent combination of training and experience as noted above.

NOTE: Your degree 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 degree was 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.

SPECIAL REQUIREMENTS: An employee in this position must be bondable.

Approved 4/29/10

Revised 12/9/15; 10/5/20; 4/4/24