



Ontario County Department of Human Resources
3019 County Complex Drive
Canandaigua, NY 14424
www.ontariocountyny.gov ~ ~ (585) 396-4465

Vision: A vibrant community where every citizen has the opportunity to be healthy, safe and successful

Mission: Provide strategic and responsive public services that are fiscally responsible and sensitive to the diverse and changing needs of our community

JOB OPENING NOTICE

JOB POSTING #: 24-071 **POSTING DATE*: FROM:** 11/14/24 **TO:** 11/30/24

JOB TITLE: Support Investigator - Pending

RATE OF PAY: \$54,697.50 (\$28.05/hr)

LOCATION: Ontario County Dept of Social Services

NOTE: Candidate will be initially appointed on a provisional basis pending a civil service exam to be held later. To gain permanent status, the candidate must apply for the next exam and be successful according to the [Rule of Three](#).

MINIMUM QUALIFICATIONS AS SHOWN ON JOB DESCRIPTION

QUALIFICATIONS:
 County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS: EITHER:

1. Possession of an Associate's Degree, or higher, AND, EITHER:
 - a) One (1) year of full-time paid experience, or its part-time equivalent, reviewing specialized claims and making the determination of eligibility for insurance or social programs; OR
 - b) One (1) year of investigative experience related to financial, insurance or criminal matters;
- OR
2. High school graduation or possession of a high school equivalency diploma AND three (3) years of full-time paid experience, or its part-time equivalent, as described in (1) above; OR
3. An equivalent combination of training and experience as defined by (1) and (2) above.

APPLICATION DEADLINE / LAST FILING DATE*: until filled

* Last filing date established for an announced exam always supersedes posting date.

HOW TO APPLY: All applications must be received through the [Ontario County Civil Service Employment Portal](#).

Ontario County is an Equal Opportunity Employer and, as such, offers equal opportunities for all qualified applicants with no discrimination as to age, race, color, creed, sex, national origin, sexual orientation, military status, predisposing genetic characteristics, marital status, domestic violence victim status, disabilities or, in certain circumstances pursuant to Executive Law 296, conviction record. Any person with a disability requesting reasonable accommodations in order to participate in examinations will be accommodated.

SUPPORT INVESTIGATOR

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OR

2. High school graduation or possession of a high school equivalency diploma AND three (3) years of full-time paid experience, or its part-time equivalent, as described in (1) above; OR
3. An equivalent combination of training and experience as defined by (1) and (2) above.

SPECIAL REQUIREMENTS: Certain assignments made to employees in this class will require access to transportation to meet field work requirements in a timely and efficient manner.

SPECIAL NOTE: EDUCATION: 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.

DISTINGUISHING FEATURES OF THE CLASS: This position involves responsibility for conducting investigations to determine the location and financial status of individuals legally responsible for financial support of minor children and to assist social service clients and the general public in obtaining child support and enforcing child support orders. Duties of the position involve both field and office assignments and require the exercise of independent judgment and follow through to establish support and enforcement of child support payments. The work is performed under general supervision of a higher-level Investigator. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Contacts and interviews social services and non-social services clients, friends, relatives and neighbors as to whereabouts of legally responsible persons;

Contacts governmental agencies in an effort to locate legally responsible persons;

Contacts banks, insurance companies, employers, to determine financial resources and to enforce child support orders;

Interviews unwed mothers to determine the feasibility of pursuing court action to establish paternity;

Performs interviews and investigations to pursue medical coverage;

Compiles information and prepares necessary papers for court orders involving all aspects of child support matters;

Attends and testifies at court hearings;

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SUPPORT INVESTIGATOR

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assists petitioners with delinquent child support collection;
Updates state generated child support management computer system reports;
Corresponds with out of state and interstate agencies to assist in enforcement of child support orders;
Informs and refers clients to services provided by the Department of Social Services or other agencies;
Communicates with petitioners and respondents over matters involving child support;
Maintains continuous case files of progress and results of investigation.

FULL PERFORMANCE, KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of investigative practices and techniques in locating persons and to determine financial status of individuals; good knowledge of interviewing practices and techniques; skills for inputting and updating data into computers; skill in interviewing techniques; ability to understand and interpret laws governing child support; ability to interpret and apply provisions of courts orders; ability to prepare written materials; ability to deal with clients in a sensitive manner; sound professional judgment; tact; courtesy; ability to follow written and oral instructions; initiative; physical condition commensurate with the demands of the position.

APPROVE: DECEMBER 31, 1997

REVISED: 3/6/19; 8/18/23

CIVIL SERVICE CLASSIFICATION: COMPETITIVE

ONTARIO COUNTY DEPARTMENT OF HUMAN RESOURCES