

THE HELP PROGRAM

HIRING EMERGENCY LIMITED
PLACEMENT



This temporary program allows for a waiver of Civil Service Examinations for certain titles, in an effort to get qualified candidates quickly into vacant positions.

CONTACT

ONTARIO COUNTY HUMAN RESOURCES
FOR MORE INFORMATION



(585) 396-4465

EMPLOYEES HIRED UNDER THE HELP PROGRAM:

- Must meet the minimum qualifications of the position for which they are applying and any other conditions of employment.
- Will be eligible for permanent appointment after completing a one-year probationary period and will be granted non-competitive status after successful completion of the probationary period.

WE OFFER:

- Excellent benefits and tuition assistance programs.
- Paid holidays. New employees start with five additional vacation days.
- Regular raises.

WE'RE HIRING:

SUPPORT INVESTIGATOR ONTARIO COUNTY DEPARTMENT OF SOCIAL SERVICES

Starting 2025 Salary: \$56,608.50/yr (\$29.03/hr).

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.

FEATURES OF THE POSITION: 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.

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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;

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