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OTSEGO COUNTY HAS THE FOLLOWING VACANCY:
Department of Social Services
Senior Social Services Investigator

\$48,825 - \$57,715

DATED: March 9, 2026

LAST DAY FOR FILING: March 20, 2026

EOE

DISTINGUISHING FEATURES OF THE CLASS: The position involves responsibility for supervising subordinate staff and coordinating fraud investigation, resource recovery and indigent burial functions in the Social Services Department. This includes investigation of complaints charging recipient or vendor fraud related to financial assistance cases as well as conducting internal agency investigations. The incumbent also directly participates in research and field investigation of individuals and/or vendors, gathering evidence and documentation, including individuals' statements to develop legally acceptable cases. This position differs from the Social Services Investigator, by nature of the more difficult degree of tasks assigned, greater independence in carrying out the duties of the position, and the ability to supervise subordinate personnel. Work is performed under the direct supervision of the Director of Income Maintenance, with leeway allowed in carrying out the details of the duties. Performs related duties as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Oversees and/or participates in the investigation of complaints charging recipient or vendor with fraud in financial assistance cases;
- Oversees and/or participates in the review of records or delinquent accounts to determine necessary action;
- Interviews welfare recipients, applicants, and their relatives, friends and others to obtain information and gather evidence concerning possible violation of welfare laws and regulations;
- Oversees and/or participates in the preparation of reports for each case describing all steps taken, visits made, witnesses questioned and facts established for submission to appropriate authorities;
- Recommends arrest and prosecution of violators of welfare laws and regulations;
- Oversees and/or participates in the review of assets and resources (including insurance, real estate, monetary and other resources) of individuals applying for public assistance as part of the Front End Detection process;
- May assist the District Attorney's Office in investigating criminal or civil matters upon request;
- Studies, interprets, and communicates public assistance laws and rules and obtains information to determine type of fraud involved and discusses the possibility of placing criminal charges with the District Attorney's Office;
- Makes field visits to obtain evidence or information and verifies information by checking with local, state and federal law enforcement authorities;
- Secures evidence, affidavits, depositions and related documents and exhibits required by the District Attorney for indictment and prosecution of welfare fraud;
- Contacts banks, insurance companies and other financial organizations to determine available assets and funds of applicants and recipients in cases where alleged fraud is suspected;
- May assist with investigation to locate missing respondents;
- Interacts with a variety of individuals such as eligibility staff, attorneys, funeral directors, recipients of assistance, family members, insurance representatives and cooperating agencies to verify client eligibility;
- Oversees and/or participates in preparation and filing of legal documents relative to real property liens, estates, personal injury lawsuits; appears at administrative or judicial proceedings when required to interpret decisions on applications;
- Pursues collections for eligibility program overgrants via Income Executions and other means;
- Oversees the processing of indigent burial applications to include eligibility determination and payments;
- Performs related duties as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES: Thorough knowledge of principles, practices and procedures of investigative techniques as they apply to social services and welfare fraud investigations; good knowledge of Federal, State, Social Service and related laws and regulations in regard to support, desertion and fraud; ability to obtain information through interview and observation; ability to understand, interpret and analyze financial records and reports; ability to plan and supervise the work of others; ability to be courteous yet firm with the public; ability to develop materials for legal actions according to prescribed regulations; ability to prepare clear and accurate oral and written reports; ability to analyze facts and use them in making judgments in support, desertion and fraud cases; ability to be tactful and resourceful; ability to exhibit emotional maturity; ability to exercise good judgment.

PROMOTIONAL QUALIFICATIONS: Two (2) years permanent status as a Social Services Investigator in the Otsego County Department of Social Services.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an Associate's degree or higher in Criminal Justice or closely related field, and three (3) years of experience in field investigation; or
- (b) Graduation from high school or possession of a high school equivalency diploma and five (5) years of experience in work relating to an investigation program of which three (3) years must have been in field investigation; or
- (c) An equivalent combination of training and experience.

SPECIAL REQUIREMENTS:

1. A valid New York State driver's license and acceptable driving record is required at time of appointment and must be maintained during employment; or must be able to satisfy the travel requirements of the position throughout employment.
2. Applicants will be required to undergo a New York State background check through the Justice Center and State Central Registry for child abuse and neglect to determine suitability for appointment. Failure to meet the standards for the background check may result in disqualification.

CLASSIFICATION: Competitive

Applications available at the Otsego County Personnel/Civil Service Department, 183 Main Street, Cooperstown, NY 13326 or online at www.otsegocountyny.gov