

PLEASE POST CONSPICUOUSLY

OTSEGO COUNTY HAS THE FOLLOWING VACANCY:

Department of Social Services

Social Services Investigator

\$44,711 - \$52,806

DATED: September 9, 2026

EXTENDED LAST DAY FOR FILING: October 9, 2026

EOE

DISTINGUISHING FEATURES OF THE CLASS: A Social Services Investigator is responsible for researching, gathering evidence, documentation, and investigation of potential resources. The duties of this position also involve the investigation of potential fraud where there is an allegation or suspicion of improper payments or fraud. The work involves the establishment of lines of communications with attorneys, insurance companies and employers as well as with other professionals in the community. The incumbent in this position investigates resources available to an individual to reduce the need for assistance and/or repay assistance granted. The work includes negotiating repayment agreements with prior recipients and the processing of indigent burial applications. The work is performed under the direction of the Senior Social Services Investigator and the Director of Income Maintenance. Performs other related duties as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

- Reviews records to determine necessary action;
- Review Social Welfare Examiner's recommendations verify eligibility, and or determine the additional action necessary to verify eligibility;
- Initiates contact with prior recipients to negotiate repayment agreements of overgrants;
- Interacts with a variety of individuals ie: eligibility staff, attorneys, funeral directors, recipients of assistance, family members, insurance representatives; cooperating agencies to verify client's eligibility;
- Interviews applicant and recipients, and, as needed, make collateral contacts regarding documentation of eligibility for assistance programs;
- Utilizes a variety of sources to gather information about potential resource availability;
- 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;
- Pursue collections for Temporary Assistance, HEAP and Daycare Program overgrants via income executions and other means;
- Indigent burial applications to include eligibility determination and payment;
- Adheres to federal, state, and local policies and procedures;
- Performs investigations and collects evidence in cases where welfare fraud is suspected; field work will be required;
- Answers correspondence and inquiries concerning resource recovery or fraud investigations.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES: Good knowledge of resources available to individuals such as real property, bank accounts, insurance policies; good knowledge of legal terminology; working knowledge of federal and state social services and related laws and regulations in regard to resources; working knowledge of interviewing or investigating techniques; ability to be courteous yet firm with the public; ability to analyze facts obtained and use facts in making judgments regarding eligibility; ability to prepare legal documents for filing; ability to analyze facts and financial accounts and use the information to make sound judgments; ability to prepare written correspondence and reports.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

- (a) Graduation from a regionally accredited or New York State registered two (2) year college with an Associate's Degree or higher in business, finance, criminal justice or a related field and one (1) year of interviewing or investigating experience; OR
- (b) Three (3) years of interviewing or investigating experience; OR
- (c) Three (3) years of experience in work related to gathering and reviewing financial information; OR
- (d) An equivalent combination of training and experience as defined by the limits of (a), (b) and (c) above.

Note: Successful completion of coursework in a closely related field at a regionally accredited college or university, or one accredited by the New York State Board of Regents to grant degrees, may be substituted for half of the required experience with three (3) semester credit hours of related coursework as indicated above being equivalent to three (3) months of experience.

SPECIAL REQUIREMENT FOR THE ACCEPTANCE OF APPLICATIONS: A valid New York State driver's license and acceptable driving record are required at time of appointment and must be maintained during employment **(Please submit a copy of your driver's license with your completed application)**; OR must be able to satisfy the travel requirements of the position throughout employment.

CLASSIFICATION: Competitive

Applications available at the Otsego County Personnel/Human Resources Office, 183 Main Street, Cooperstown, NY 13326 or online at www.otsegocountyny.gov