

PLEASE POST CONSPICUOUSLY

OTSEGO COUNTY HAS THE FOLLOWING VACANCY:
Department of Social Services
Senior Support Investigator
\$46,718 - \$55,233
DATED: October 9, 2026
LAST DAY FOR FILING: October 23, 2026
EOE

DISTINGUISHING FEATURES OF THE CLASS: This position involves making assignments and supervising the work of Support Investigators. Depending on workload and the size of the agency, the incumbent may be required to conduct support investigations on a regular basis. This position does not involve responsibility for fraud investigation. The primary responsibility is to oversee and participate in the location and financial status of individuals legally responsible for the support of welfare recipients and parties applying for child support services. The work is performed under the general supervision of a higher-level administrator allowing the incumbent considerable leeway in the exercise of initiative and judgment. Performs other related duties as required.

EXAMPLES OF WORK: (Illustrative only)

- Oversees and participates in the interviewing of service recipients and applicants and their relatives, neighbors and others in an effort to obtain information concerning the whereabouts of certain individuals;
- Oversees determinations for eligibility claims;
- Oversees the intake and assignment of cases in the Child Support Unit;
- Establishes and maintains a cooperative working relationship with other governmental agencies for assistance in locating individuals;
- Oversees the maintenance of investigative case records;
- Oversees and participates in the interviewing of unwed mothers to determine the feasibility of pursuing court action to establish paternity;
- Represents the Department in Family/Support Court;
- Refers cases of suspected fraud to appropriate investigative unit;
- Reviews the work of Support Investigators and assists in the training of investigative staff;
- Oversees and participates in the preparation of reports as necessary;
- Acts as a liaison between the Department and State and attends meetings as determined necessary by Administration;
- Performs other related duties as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: Good knowledge of investigative techniques used in determining the location and financial status of individuals; good knowledge of office terminology and modern methods used in keeping and checking financial records and reports; ability to understand and interpret laws concerning support cases; ability to plan and supervise the work of others; ability to prepare written material.

PROMOTIONAL QUALIFICATIONS:

Two (2) years of permanent competitive class service in the Otsego County Department of Social Services in the position of Support Investigator.

MINIMUM QUALIFICATIONS: Either:

- (a) Graduation from a regionally accredited or New York State registered college with a Bachelor's Degree; OR
- (b) Graduation from a regionally accredited or New York State registered college with an Associate's Degree and two (2) years experience in work involving contact with government agencies or in investigating, examining or maintaining financial accounts or records within a public welfare or human services agency, law enforcement agency, credit bureau, bank, insurance company, retail audit office or a similar program operating under established criteria for eligibility; OR
- (c) Graduation from high school or possession of a high school equivalency diploma and four (4) years of experience as defined in (b) above; OR

(d) An equivalent combination of training and experience as described 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 the 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: 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.

Applicants may be required to undergo a Local, State, and/or national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation 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