PLEASE POST CONSPICUOUSLY

OTSEGO COUNTY HAS THE FOLLOWING VACANCY:

Department of Social Services

Support Investigator

$42,789 - $50,479

DATED: November 12, 2026

LAST DAY FOR FILING: November 25, 2026

EOE

DISTINGUISHING FEATURES OF THE CLASS: This position involves verifying the absence of a legally responsible relative from a household, locating the individual and assessing the possibility of obtaining reimbursement of funds for a social service agency or a custodial parent/guardian. This position primarily conducts phone and computer investigations to determine the location and financial status of individuals legally responsible for the support of welfare recipients and parties applying for child support services; the position may require field investigation on a case-by-case basis; generates and files paperwork for the establishment of paternity and child support; enforcement of child support court orders. The work is performed under general supervision from the Director of Administrative Services allowing incumbents considerable leeway in carrying out specific tasks. Does related work as required.

EXAMPLES OF WORK: (Illustrative only)

- Contacts welfare recipients and applicants and their relatives, neighbors and others in an effort to obtain information concerning the whereabouts of certain individuals;
- Acknowledgement of parentage efforts made to determine the feasibility of pursuing court action to establish paternity;
- Compiles information necessary to obtain a Family Court order directing individuals to make support payments when voluntary agreement for payment cannot be reached;
- Contacts banks, insurance companies, and employers to determine financial resources of individuals legally responsible for the support of others;
- Contacts and interviews all parties thought to possess information on the whereabouts of an individual;
- Contacts other governmental institutions in an effort to locate individuals;
- Represents the Department in Family/Support Court;
- Furnishes State and Federal Parent Locator Service with required information when local investigations fail to locate an absent parent;
- Refers cases of suspected fraud to appropriate investigative unit;
- Prepares reports as necessary;
- Maintains a continuous case file of progress and results of investigations.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES: Working knowledge of investigative techniques used in determining the location and financial status of individuals; working 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 prepare written material.

PROMOTIONAL QUALIFICATIONS:

One (1) year of permanent status in the Otsego County Department of Social Services in the position of Social Welfare Examiner.

MINIMUM QUALIFICATIONS: Either:

(a) Graduation from a regionally accredited or New York State registered two-year college with an Associate's Degree or higher and one (1) year 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**

(b) Graduation from high school or possession of a high school equivalency diploma and three (3) years of experience as defined in (a) above; **OR**
(c) An equivalent combination of training and experience as defined by the limits of (a) and (b) 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