

Senior Financial Investigator (Promotional) Tompkins County

Department: Department of Social Services
Classification: Competitive
Labor Grade: 13
Approved: Bd. Res. 384, 12/20/88
Revised: 5/91; 7/98; 7/08
By: HH, Commissioner of Personnel

QUALIFYING EXPERIENCE FOR TAKING THE PROMOTIONAL EXAMINATION:

This departmental promotion examination is limited to employees of the Tompkins County Department of Social Services who currently hold, and have continuously held, at least two years of full-time or equivalent part-time permanent and/or contingent permanent competitive class status in the title of Financial Investigator.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

NOTE: Because their responsibilities within or in support of the Child Support division will entail access to protected Federal Tax Information, all appointees to this title must pass a criminal history background check. Toward that end, they will be required to provide a complete and accurate history of their residential addresses (on which inquiries to local law enforcement will be based) and to have their fingerprints checked against State and/or Federal criminal databases.

DISTINGUISHING FEATURES OF THE CLASS:

This is important public contact work involving responsibility for assisting in the supervision and performance of investigations regarding the financial status of individuals to provide for the support of others. Work also includes contacting respondents who become delinquent in making support payments and enforcing support orders. The work is performed under general supervision of the Coordinator of Support Unit with some leeway permitted for the use of independent judgment in the planning of the work. Supervision may be exercised over the work of Financial Investigators and clerical staff in the absence of the coordinator. The incumbent will perform all related duties as required.

TYPICAL WORK ACTIVITIES:

- Contacts individuals, employers, banks, lending organizations and business firms to verify earnings and determine financial ability of those involved in support cases;
- Reviews records of delinquent accounts to determine necessary action;
- Answers correspondence and inquiries concerning support/matters from other government jurisdictions, beneficiaries and respondents;
- Explains court orders and their effects to beneficiaries, respondents, attorneys, and other interested parties;
- Aids beneficiaries to prepare and file petitions to the Family Court;
- Prepares reports of activities for review by superior;
- Appears in Family Court as a representative of the Department or as a witness in support hearings;
- Prepares forms and correspondence needed to process income deduction orders;
- Ensures that records on support cases under investigators' jurisdiction are maintained and are up to date;
- Under supervision of CSE Coordinator, implements changes in support policy and procedure as requested;
- Routinely responds to policy/procedure and case handling from staff;
- Oversees support unit in the absence of the coordinator;
- Assists in the provision of necessary training.

KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the methods used in determining the financial condition of individuals;
- Good knowledge of the sources of financial records such as mortgages, deeds, bank accounts and insurance records;
- Working knowledge of accounting principles;
- Ability to deal effectively with the public;
- Ability to supervise the work of others;
- Ability to interview people;

- Good judgment, tact, courtesy, initiative and resourcefulness are all required;
- The employee's physical condition shall be commensurate with the demands of the position.

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