

# NOTICE OF VACANCY

**DEPARTMENT:** Family and Community Services

**TITLE:** Support Investigator

**GRADE/SALARY:** 17W - \$28,253 plus Excellent Benefits

## **THIS IS A COMPETITIVE CIVIL SERVICE POSITION.**

**DISTINGUISHING FEATURES OF THE CLASS:** Responsible for, but not limited to verifying the absence of a responsible person, establishing current location, verifying employment or other source of income, filing all necessary papers to establish or enforce a court order for child support. Services are provided to any person making application as prescribed by law. This position differs from that of Social Service Investigator, in that there is no responsibility for fraud investigation. The work is performed under general supervision from either a Senior Support Investigator or a Supervising Support Investigator, allowing incumbents considerable leeway in carrying out specific tasks. Supervision is not normally a responsibility of this class. The incumbent performs related work as required.

**MINIMUM QUALIFICATIONS:** Candidates must meet the minimum qualifications at time of application.

Either:

### **Promotional:**

Candidates must have full-time, permanent competitive status for a period of **twenty-four (24) months as a Senior Account Clerk, Senior Account Clerk/Typist or Community Services Worker** in the Oneida County Department of Social Services immediately preceding the date of application.

### **Open Competitive:**

- (A) Successful completion of sixty (60) credit hours at a regionally accredited or New York State registered college or university, of which at least thirty (30) credit hours were completed in social work, sociology, psychology, business management or criminal justice; **OR**
- (B) Successful completion of thirty (30) credit hours at a regionally accredited or New York State registered college or university, of which at least fifteen (15) credit hours were completed in social work, sociology, psychology, business management or criminal justice, **AND** one (1) year of experience examining, investigating, interviewing, or evaluating claims and/or complaints; or in customer service\*; **OR**
- (C) Graduation from high school or possession of a high school equivalency diploma, **AND** two (2) years of experience examining, investigating, interviewing, or evaluating claims and/or complaints; or in customer service\*.

\***Customer Service:** Cashier experience will not be acceptable as a qualification.

### **NOTES:**

1. If qualifying under (A) or (B) above, applicant **must submit** with application, a copy of transcripts showing degree received and date degree conferred.
2. Verifiable part-time experience as described above will be pro-rated toward meeting full-time experience requirements..

**HOW TO APPLY:** Go to <https://oneida-portal.mycivilservice.com/jobopps>.

If you do not have internet access, paper applications can be picked up in the Personnel Department on 6<sup>th</sup> Floor of the Oneida County Office Building. You may also request a paper application to be mailed to you by calling 315-798-5726. Completed applications can be mailed or hand-delivered to the address printed on the top of the application.

**APPLICATIONS MUST BE RECEIVED NO LATER THAN:** May 13, 2021

**\*\*Oneida County is an equal opportunity employer\*\***

04/22/2021