

**Franklin County Board of Commissioners  
Classification Specification & Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Quality Assurance Reviewer	<b><u>CLASS NUMBER:</u></b> 70502	<b><u>FLSA:</u></b> Non-Exempt
<b><u>AGENCY/DIVISION:</u></b> Child Support Enforcement Agency	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N11	<b><u>POSITION CONTROL #:</u></b> Varies
<b><u>POSITION LOCATION:</u></b> 80 E. Fulton Street Columbus, Ohio 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Quality Assurance Supervisor (086000)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b>		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Quality Assurance Reviewer classification is to determine the quality, accuracy, and completeness of documents being processed by identifying errors and providing constructive feedback.

**JOB DUTIES:**

Determine the quality, accuracy, and completeness of documents being processed by identifying errors and providing constructive feedback. Perform special projects such as reviewing cases on reports for paternity establishment, reviewing cases for medical support compliance, and researching objections of cases. Review and verify court documents and new cases for accuracy and completeness. Perform research. Read and interpret court documents. Instruct employees on how to correct errors. Respond, research, and resolve agency complaint calls. Answer questions from agency staff and court liaison office. Serve as a liaison between agency and courts. Complete log to record documents submitted for review. Write and distribute nonconforming reports. Maintain logs of reviewed court documents, cases, and complaint calls. Monitor objections to administrative orders to verify completed correctly. Review and provide feedback on new agency procedures. Attend agency training sessions. Retrieve documents. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of human relations; office practices and procedures; government structure and process. Skill in equipment operation. Ability to deal with problems involving several variables in familiar context; apply principles to solve practical, everyday problems; interpret variety of instructions in written, oral, picture; define problems, collect data, establish facts and draw valid conclusion; calculate fractions, decimals and percentages; copy material accurately and recognize grammatical and spelling errors; complete routine forms; understand manuals and verbal instructions, technical in nature; proofread technical materials, recognize errors and make corrections; use proper research methods in gathering data; cooperate with coworkers on group projects; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with officials and general public; resolve complaints from angry citizens and government officials.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Bachelor’s degree with two (2) years of child support or related experience; or any equivalent combination of training and experience.

**Additional Requirements**

Must meet background check requirements.

**Supervisory Responsibilities**

None required.

**UNUSUAL WORKING CONDITIONS:**

N/A

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date