

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

<u>CLASSIFICATION TITLE:</u> Investigator 1	<u>CLASS NUMBER:</u> 70101	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Job & Family Services - Northland	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> New Hire: 180 Days Promotion: 120 Days
<u>BARGAINING UNIT:</u> OCSEA	<u>PAY GRADE:</u> O3	<u>POSITION CONTROL #:</u> Varies
<u>POSITION LOCATION:</u> 1721 Northland Park Ave., Columbus, OH 43229	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Quality Control Reviewer Supervisor (Varies)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Investigator 1 classification is to gather information to process and execute collection activities for overpayment of claims for public assistance programs. This is the entry-level classification for the Investigator job family.

JOB DUTIES:

Initiate and conduct collection activities from agency customers who have received erroneous payments of public and medical assistance benefits (overpayments). Make payment arrangements with customers. Offset/deduct overpayment claims from future customer benefits. Take actions in agency systems and databases to identify overpayment claims to be paid via federal and/or state income tax return offset. Provide information to internal and external customers regarding collection activities.

Utilize agency and public databases to obtain information necessary to collect on overpayment claims, including locating and notifying customers of overpayments and/or amounts outstanding. Receive, obtain and enter information regarding established or potential overpayment claims, including conducting limited investigations consisting of reviewing reports/case files, requesting verifications, and interview customers and/or third parties. Ensure accuracy of information relating to the establishment and collection of overpayments. Compile and copy information relating to overpayments. File/update overpayment claim information in agency systems, databases, and files.

Maintain documentation of all collection activities. Maintain files of correspondence, program regulations, legal documents, payment plans, etc. Request information from other agency departments as necessary to maintain a complete overpayment file. Work with staff throughout agency to ensure that payments are correctly received and applied to overpayment claims.

Handle hotline calls, anonymous calls and other sources of information reporting possible improper or illegal activities by customers. Prepare appeal summaries and attends state hearings as required. Assist in establishing procedures for the collection and tracking of overpayments. Attend training sessions, conferences and meetings, as required. 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 accounting; agency policy and procedures. Skill in word processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; comprehend and record figures accurately; add, subtract, multiply and divide whole numbers; calculate fractions, decimals and percentages; use statistical analysis; copy records precisely without error; read simple sentences with common vocabulary; comprehend simple sentences with common vocabulary; copy material accurately and recognize grammatical and spelling errors; complete routine forms; maintain accurate records; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; arrange items in numerical or alphabetical order; sort items into categories according to established methods; code items from one symbolic form to another; work along on most tasks; answer routine telephone inquiries from public; handle sensitive inquiries from and contacts with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

A high school diploma or GED with some college coursework is required; supplemented by two (2) years of experience in collections, customer service or related field; 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