

Franklin County Board of Commissioners Classification Specification & Job Description

<u>CLASSIFICATION TITLE:</u> Investigator Supervisor 1	<u>CLASS NUMBER:</u> 70110	<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> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N14	<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> Administrative Officer (100660)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		
Investigator 1 (Varies)	Investigator 3 (Varies)	

CLASSIFICATION PURPOSE:

The primary purpose of the Investigator Supervisor 1 classification is to supervise and train assigned staff to process overpayments and underpayments.

JOB DUTIES:

Supervise assigned staff in processing reports of overpayment and/or underpayment, as well as staff that oversee collection and restoration of determined overpayments and/or underpayments. Review for accuracy and edits reports, calculations, and determinations to verify compliance with each program’s (state and federal) rules. Answer questions pertaining to investigations, collection and interpretation of program policy. Provide ongoing training for new and existing employees.

Request and obtain clarification and verifications from internal and external sources prior to making assignments and during investigations. Assign work to staff. Update referral logs. Assist with management of staff’s work. Monitor production levels of staff. Provide requested information to and answers questions from internal and external customers. Research, interpret and apply current and old program policies. Request case managers and supervisors to correct errors on cases and/or to update cases to reflect newly discovered information and/or to restore lost benefits. Maintain administrative needs of various computerized logs and forms specific to this department.

Investigate and complete confidential cases and special projects. Complete performance reviews, monthly/annual reports, recommends and administers disciplinary action as necessary. Interview potential employees for vacant positions. Conduct and attend meetings, training sessions and hearings. Review timesheets, leave and travel requests, etc. 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 supervision; employee development; accounting; agency policy and procedures. Skill in word processing; equipment operation. Ability to interpret extensive variety of technical material in books, journals and manuals; 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; understand manuals and verbal instructions, technical in nature; 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; gather, collate and classify information about data, people or things; work alone on most tasks; handle sensitive inquiries from and contacts with officials and general public; establish friendly atmosphere as supervisor of work unit.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Associate’s degree in business, social services, or related field with three (3) years of investigation, research, or related experience; or any equivalent combination of training and experience.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

Ability to assign, review, plan, and coordinate the work of other employee, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, to act on employee problems, to recommend and approve the transfer, promotion, or salary increase of other employees.

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