



Franklin County
Department of Job & Family Services
1721 Northland Park Ave.
Columbus, Ohio 43229

JOB ANNOUNCEMENT

POSITION TITLE: Investigator 1 (Bargaining) **PCN:** 100626

DEPARTMENT/LOCATION: Quality Support/Northland **P. R.:** O3

REPORTS TO: Investigator Supervisor 1

RESPONSIBILITIES: Utilize department databases; receive, obtain and enter information regarding overpayment of claims for public assistance. Locate and notify clients who were overpaid; ensure accuracy of information; compile and copy information; and place records in case files. Initiate collection activities; make payment arrangements with clients; deduct payments from client benefits; provide information to clients regarding collection activities and payment plans. Maintain documentation of all collection activities; maintain files of correspondence, program records, legal documents, completed payment plans, etc. Request information from other departments as necessary to complete department records/files. Prepare appeal summaries and attend state hearings.

MINIMUM QUALIFICATIONS: 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

STARTING SALARY: \$13.69 per hour, plus a Comprehensive Benefits Package
180 day probationary period

DATE POSTED: Wednesday, July 12, 2017

DEADLINE TO APPLY FOR INTERNAL APPLICANTS ONLY: Thursday, July 20, 2017

DEADLINE TO APPLY FOR EXTERNAL APPLICANTS: Tuesday, July 25, 2017

If interested, please go to <https://hr-boc.franklincountyohio.gov/job-openings/current-jobs.cfm> and apply on-line.

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