

CLASSIFICATION: QUALITY CONTROL INVESTIGATOR

Class Code: 7400-21

Date Established: 12-08-92

Occupational Code: 3-1-9

Date of Last Revision: 7-17-15

Exempt Status: Non-Exempt

BASIC PURPOSE: To investigate all phases of randomly selected unemployment compensation claims and/or to examine tax or revenue functions performed by the agency to measure effectiveness and to ensure compliance with state and federal laws.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Reviews the work of Benefit Adjudication staff to ensure proper applications of law, policy and procedures. Provides training when necessary.
- Conducts investigations or audits of unemployment compensation claims to ensure compliance with state and federal laws.
- Examines employer wage and personnel records to verify information and to identify discrepancies.
- Travels statewide to interview employers and claimants and to gather facts required to determine accuracy of benefit payments.
- Takes statements or rebuttal from claimants, employers, and public officials to serve as basis for resolution of case.
- Analyzes information to determine action necessary to resolve discrepancies in individual unemployment compensation claims.
- Explains agency policies and services to employers and claimants to promote cooperation in achieving department goals.
- Attends hearings and presents testimony and/or evidentiary material in benefit appeals. Serves as a member of the committee for administrative hearings.
- Gathers information on the existing methods and tools utilized by the agency in performing selected tax functions.
- Verifies and codifies eligibility and statistical information and prepares summary of cases investigated.
- Conducts system reviews including interviewing staff and recording and verifying findings through direct observation; assesses whether internal controls provide timely and accurate results.

DISTINGUISHING FACTORS:

Skill: Requires skill in developing formats and procedures for special applications OR in investigating and reviewing the use of equipment and data for a specialized function.

Knowledge: Requires logical or scientific understanding to analyze problems of a specialized or professional nature in a particular field.

Impact: Requires responsibility for achieving direct service objectives by assessing agency service needs and making preliminary recommendations for the development of alternative short-term program policies or procedures. Errors at this level result in incomplete assessments or misleading recommendations causing a disruption of agency programs or policies.

Supervision: Requires partial supervision of other employees doing work which is related or similar to the supervisor, including assigning job duties, providing training, giving instructions and checking work.

Working Conditions: Requires performing regular job functions in an environment which includes exposure to continuous physical elements or a number of disagreeable working conditions with frequent exposure to minor injuries or health hazards.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires summarizing data, preparing reports, and making recommendations based on findings which contribute to solving problems and achieving work objectives. This level also requires presenting information for use by administrative-level managers in making decisions.

Complexity: Requires coordinating a combination of diverse job functions in order to integrate professional and technical agency goals. This level also requires considerable judgment to implement a sequence of operations or actions.

Independent Action: Requires objective assessment in analyzing and developing new work methods and procedures subject to periodic review and in making decisions according to established technical, professional or administrative standards.

MINIMUM QUALIFICATIONS:

Education: Bachelor's degree from a recognized college or university. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Three years' experience in claims adjudicating, investigative, professional auditing or fact-finding work involved with claims examinations. Each additional year of approved work experience may be substituted for one year of required formal education.

License/Certification: Valid New Hampshire driver's license.

RECOMMENDED WORK TRAITS: Extensive knowledge of modern approved methods, practices and procedures of investigative work relative to fraud and of claims adjudication. Extensive knowledge of court practices and procedures. Extensive knowledge of modern accounting principles, practices and procedures. Ability to analyze widely divergent elements of information and arrive at logical conclusions. Ability to conduct audits of various documents, records, and activity reports. Ability to locate individuals, collect information and conduct personal interviews. Ability to prepare concise reports of findings including recommendations. Ability to utilize tact and skill in dealing with the public. Ability to conduct interviews and to compile and present reports of findings in testimony in a clear, concise manner both orally and in writing. Ability to establish and maintain effective working relationships with federal, state and local governmental officials, industrial officials and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.