|  |  |  |
| --- | --- | --- |
| **Position # 630025** | **Position NAmE: Fraud Investigator** | **Department:** **Human Services Agency** |
| **Hiring Salary Range:** $35364-53046 | **Pay Grade: 65, Non-Exempt** |
| **Work Schedule/Requirements:**  Generally Monday – Friday 8am – 5pm  |
| **Primary job function and duties:** This position is responsible for investigation of complaints and allegations in which Food and Nutrition Services, Work First, Subsidized Childcare and Medicaid recipients have provided incorrect information to the agency. This information could come in the form of anonymous referrals, from an agency referral or through a social media resource. After the referral is investigated, the outcome could result in an unsubstantiated referral, an agency error, an inadvertent household error or a potential intentional program violation. In the event of a potential intentional program violation, this position is responsible for organizing and holding an administrative disqualification hearing with the agency hearing officer. This position is also responsible for collection actions as well as keying referrals and claims into NCFast computer system as well as working and maintaining all agency program integrity reports. This position may be required to assist with Low Income Energy Assistance Program (LIEAP)Perform other duties as assigned. **Supervised by:** Eligibility Supervisor**Minimum Qualifications:** * *Education and Experience –* High School diploma and two years’ experience in DSS

Income maintenance programs including food stamps and Medicaid programs.* *Interpersonal Skills –* Must be able to communicate effectively with people of varying backgrounds, establish working relationships with co-workers, supervisor, as well as the public. Ability to be an effective team member and work independently, prioritize tasks, organize work and ensure deadlines are met.
* *Physical/Demands –* able to sit for extended periods of time, viewing a computer monitor/using a keyboard and mouse, walking, standing, bending, stooping and occasionally lifting up to 25 pounds.
* *Computer Skills –* Must be able to operate Microsoft Office software package, as well as the ability to operate a copier and fax machine.
* Valid Driver’s License could be required based on specific programmatic functions being performed.
 |
| **Special Notes Concerning This Position:*** The duties of this position may also include assistance with sheltering operations and

working medical countermeasure events during natural disasters and public health emergencies. * For any employee who has not satisfactorily completed the NCFast Core and Job Specific Certifications, the certifications must be completed within 30 days of hire. NCFast Core Certification requires a score of 70 or higher on the exam and Job Specific Competencies require a score of 75 or higher. Certification must be maintained based on State requirements.
* A background check, drug screen and motor vehicle report will be required prior to hire.
* ICS Trainings (100, 200, 700 and 800) must be completed within 90 days.
 |

Employee Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_