

QUALITY CONTROL INSPECTOR

DEPARTMENT: Tioga County Department of Social Services
CLASSIFICATION: Competitive
SALARY: CSEA – Salary Grade IX
ADOPTED: 7/90; Revised 12/01, Tioga Co. Personnel & Civil Service

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, this class validates case determinations for assistance through a variety of established procedures to ascertain and verify case facts including document review and comparison, interviews and field visits when necessary, to obtain information relevant to the validation process. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Reviews documents available in agency files to verify eligibility and/or to determine further action required to validate eligibility;
- Contacts cooperating agencies to verify a client's eligibility;
- Makes field visits or phone contacts, when necessary, to verify information or obtain additional information relevant to the validation process;
- Obtains corroborative written or recorded documentation in cases of possible ineligibility;
- Refers ineligible case to a superior for final review of the facts and action to remove the case from eligible status;
- Processes case review sheets and forwards them to staff for appropriate corrections;
- Appears at administrative or judicial proceedings when required to interpret or explain work performed as such is related to decisions or applications;
- Interviews recipients and collateral contacts as required to provide verification of eligibility for public assistance;
- Writes reports about the findings of an investigation;
- Makes recommendations for the proper disposition or referral of cases reviewed: i.e., reduce grant, close case, release grant, refer to law enforcement, etc.;
- Prepares required statistical reporting appropriate to work actions performed;
- Suggests improvements in validation procedures;
- Acts as liaison with State officials who are responsible for auditing case files;
- Recommends changes in the certification or recertification procedures when it becomes apparent that errors in eligibility determinations can be prevented by a change or tightening of procedures;
- May act as backup to unit staff as necessary (taking fraud complaints, making home visits retrieving and copying files).

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the Federal and New York State laws, and the County policies and programs as they affect eligibility for financial assistance; familiarity with other laws as they affect eligibility such as Worker's Compensation, Social Security and Unemployment Insurance; familiarity with procedures involved in ascertaining the assets of clients; ability to interview people effectively and efficiently; ability to analyze facts and use such facts in making validation case recommendations; ability to understand and follow both written and oral instructions; good powers of observation and perception; initiative; tact; excellent judgment; emotional maturity; accuracy; physical condition commensurate with the demands of the position.

2. Quality Control Inspector

MINIMUM QUALIFICATIONS:

Promotional:

Candidates must be permanently employed in the competitive class (or allocated to non-competitive class in accordance with section 55A of Civil Service Law) in the Tioga County Department of Social Services and must have served continuously in the competitive class on a permanent basis for 36 months immediately preceding the date of the written test as a Social Welfare Examiner.

Open Competitive:

- (a) High School graduation and four years full-time paid experience or its part-time equivalent in examining, investigating, or evaluating financial claims, fraud cases, claims for assistance, unemployment benefits, insurance claims or underwriting, or a similar program operating under established criteria or guidelines for eligibility, disqualification or payment; **OR**
- (b) Six years full-time paid experience or its part-time equivalent as listed above.

SPECIAL NOTE: Two (2) years full-time study in a regionally accredited college or university or one reregistered by the State of New York may be substituted for the open-competitive experience requirement on a year-for-year basis; and part-time study will be credited on a pro-rated basis based upon transcript appraisal acceptable to the New York State Department of Civil Service and the Tioga County Office of Personnel & Civil Service.