

Class Title: Fraud Investigator

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Maintains integrity of public assistance programs and investigates allegations of possible fraud by gathering and evaluating evidence and information, writing reports, presenting evidence in appeals hearings or in court and collecting overpayments.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Gathers evidence and information by conducting interviews, field visits, surveillance, and interagency computer checks, and corresponding by mail, fax, and telephone.
2	S	Reviews referrals case records and evidence by evaluating referrals, examining all available pertinent agency records, determining whether policies, regulations, and laws have been followed, and documenting the investigative process.
3	S	Performs related duties by calculating overpayments, entering records in appropriate data systems, writing reports, preparing evidence for presentation, readying self and witnesses for testimony and consulting with attorneys and probation officers.

CSC Adopted: October 2001; CSC Revised: February 2018

CLASS REQUIREMENTS:

CLASS REQUIREMENTS	
Formal Education / Knowledge	Work requires education or training beyond high school graduation or equivalency which provides the necessary knowledge, skills and abilities. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	One year experience in investigations or eligibility for government assistance programs administered by the Virginia Department of Social Services.
Certifications and	Valid driver's license depending on assignment.
Reading	Work requires the ability to read cases, correspondence, technical manuals, applications, city, state and federal codes, and case records.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write cases, correspondence, reports, and appeal summaries, reviewing cases, signing purchase orders and invoices and eligibility documentation.
Managerial	Managerial responsibilities include planning monthly schedules, prioritizing work to meet deadlines and training new workers.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Complexity	Work requires analysis and judgment in accomplishing diversified duties. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

CSC Adopted: October 2001; CSC Revised: February 2018

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light	X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Making copies, faxing, filing, waiting in line
Sitting	C	Desk work, meetings
Walking	F	To and from court and other offices
Lifting	O	Files
Carrying	O	Files
Pushing/Pulling	O	Boxes
Reaching	O	For supplies and files
Handling	C	Paperwork, files
Fine Dexterity	C	Computer keyboard
Kneeling	O	Filing in lower drawers
Crouching	N	
Crawling	N	
Bending	O	Filing in lower drawers
Twisting	N	
Climbing	F	Stairs
Balancing	N	
Vision	C	Reading, computer monitor, driving
Hearing	C	Communicating with clients and personnel and on telephone
Talking	C	Communicating with clients and personnel and on telephone
Foot Controls	O	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Copy machine, fax machine, calculator, telephone, office supplies, typewriter, computer, laser or inkjet printer, Microsoft Office software, Q&A Database, Local Area Network Applications, Virginia State software, Adapt, Unisys, NADA Guide, Internet, and Adobe Acrobat.

ENVIRONMENTAL FACTORS:

D = Daily		W = Several Times Per Week		M = Several Times Per Month		S = Seasonally		N = Never				
HEALTH AND SAFETY			ENVIRONMENTAL FACTORS			PRIMARY WORK LOCATION						
Mechanical Hazards			N		Dirt and Dust			N		Office Environment		X
Chemical Hazards			N		Extreme Temperatures			N		Warehouse		--
Electrical Hazards			N		Noise and Vibration			N		Shop		--
Fire Hazards			N		Fumes and Odors			N		Vehicle		--
Explosives			N		Wetness/Humidity			N		Outdoors		--
Communicable Diseases			S		Darkness or Poor Lighting			N		Other (see 2 below)		--
Physical Danger or Abuse			S									
Other (see 1 below)			N									

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never occurs.
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NON-PHYSICAL DEMANDS	
Time Pressures	C
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)