

QUALITY CONTROL REVIEWER**Nature of Work**

Under limited supervision, performs work at the full-performance level in the comprehensive and investigative review of selected cases and/or programs in the assigned area of responsibility. Communicates with all parties necessary to obtain or substantiate needed information, including individual contacts and review of records to determine compliance with federal and state guidelines. May provide presentations or training in areas of concern. Performs related work as required.

Examples of Work

- Reviews and verifies assigned program areas, including compliance from employer's and individual's standpoint.
- Examines case records and/or program information, including mathematical computations, to gain an understanding of what has transpired and to note any deficiency or discrepancy in the information.
- Makes necessary contacts to substantiate case records and/or program information.
- Analyzes case determinations for adherence to laws, rules, regulations, policies and procedures of applicable program area.
- Writes a summary of each case reviewed, stating whether or not an error has been identified, and if so, detailing the nature of the error both for federal/state reporting and for the local agency.
- Keeps records of all cases received, including the initiation and completion date of each review conducted for a particular program area.
- Completes special reviews of programs as assigned.

Knowledge, Skills and Abilities

- Knowledge of federal and state laws, rules, regulations, policies and procedures governing applicable state program areas.
- Knowledge of regulations, processes and procedures in the area of assignment.
- Ability to perform basic mathematics.
- Ability to analyze case determinations for adherence to laws, rules, regulations, policies and procedures of applicable program area.
- Ability to interact effectively with people at all socio-economic levels.
- Ability to use interviewing techniques to obtain, verify and evaluate sensitive information.
- Ability to write clear and concise reports on detailed reviews and investigations.
- Ability to schedule work activities.
- Ability to keep thorough and accurate records.

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QUALITY CONTROL REVIEWER (CONT'D)

Knowledge, Skills and Abilities (cont'd)

Ability to communicate effectively, both orally and in writing.

Minimum Qualifications

TRAINING Graduation from an accredited four-year college or university.

SUBSTITUTION Experience as described below may substitute for the required training on a year-for-year basis.

EXPERIENCE Two years of full-time or equivalent part-time paid employment in responsible eligibility or investigatory work involving credit, insurance, or government programs.

SPECIAL REQUIREMENT Availability of a car for continuous use may be a requisite of employment.

Established: 4/16/92

Effective: 6/1/92