



Franklin County  
Department of Job & Family Services  
1721 Northland Park Ave.  
Columbus, Ohio 43229

**J O B   A N N O U N C E M E N T**

**POSITION TITLE:** Investigator 1 **PCN:** 100626  
(Bargaining)

**DEPARTMENT/LOCATION:** Quality Support/Northland **P. R.:** O3

**REPORTS TO:** Investigator Supervisor 1

**RESPONSIBILITIES:** Utilize department databases; receive, obtain and enter information regarding overpayment of claims for public assistance. Locate and notify clients who were overpaid; ensure accuracy of information; compile and copy information; and place records in case files. Initiate collection activities; make payment arrangements with clients; deduct payments from client benefits; provide information to clients regarding collection activities and payment plans. Maintain documentation of all collection activities; maintain files of correspondence, program records, legal documents, completed payment plans etc.; request information from other departments as necessary to complete department records/files; prepare appeal summaries and attend state hearings.

**MINIMUM QUALIFICATIONS:** A high school diploma or GED with some college coursework is required; supplemented by two (2) years of experience in collections, customer service or related field; or any equivalent combination of training and experience

**STARTING SALARY:** \$12.04 per hour, 180 day probationary period  
Plus a Comprehensive Benefits Package

**DATE POSTED:** Wednesday, November 18, 2015

**DEADLINE TO APPLY FOR INTERNAL APPLICANTS:** Tuesday, November 24, 2015

**DEADLINE TO APPLY FOR EXTERNAL APPLICANTS:** Wednesday, December 2, 2015

If interested, please go to [www.franklincountyohio.gov/Commissioners/hr](http://www.franklincountyohio.gov/Commissioners/hr) and apply on-line.

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