

# Seneca County Job & Family Services

## Position Description

An Equal Opportunity Employer

<b>Employee Name:</b>	Vacant	<b>Position Title:</b>	Quality Control Reviewer
<b>PCN:</b>	20025.0	<b>Class Title:</b>	Quality Control Reviewer
<b>Unit:</b>	Workforce & Family Services	<b>Employment Status:</b>	Full Time
<b>Report to:</b>	Program Administrator	<b>FLSA Status Pay:</b>	Non-exempt
<b>Normal Hours:</b>	Flexible	<b>Civil Service Status:</b>	Classified
<b>EEO Status:</b>		<b>DOT:</b>	195.267-010

### General Description

Conduct reviews of cases to detect, correct and reduce errors in casework previously processed by other workers.

### Education

High School Diploma or GED

### Experience

- One year casework experience in area being reviewed or
- Completion of undergraduate coursework in behavioral science, social science or education or
- Four courses or one year in behavioral science, social science, education, one course or six months in business math, one course or six months in business English, one course or six months in interviewing techniques, one course or six months in typing keyboarding, word processing.

### Equipment Operated

- Computer
- Scanner
- Vehicles (must have valid Ohio driver's license)
- Fax
- Telephone
- Copier
- Calculator

### Inherently Hazardous or Physically Demanding Working Conditions

None

### Essential Functions

- Conduct reviews of cases
- Detect, correct and reduce errors in cases
- Contact customers regarding timely reporting of changes
- Enter data in state computer system
- Train employees on programs and policies
- Train employees on reducing errors
- Carry confidential caseload
- Ensure compliance with local, state, federal rules/laws
- Attends conferences, workshops and trainings to obtain or maintain knowledge of current regulations
- Regular and predictable attendance

### Other Duties and Responsibilities

Performs other related duties as assigned.

## Characteristics

### Knowledge of:

- Agency policies and procedures
- Agency services and office locations
- Interviewing techniques
- Available community resources

### Skills in:

- Organization
- Communication
- Writing
- Typing/Word Processing
- Computer operations
- Public speaking

### Ability to:

- Analyzes information
- **Detects errors in the work of others**
- **Completes routine forms**
- **Gathers and documents data**
- **Answers routine questions**
- **Professionally represents the agency**
- Maintains confidentiality
- Maintains accurate records
- Maintains effective working relationships with supervisors and co-workers

*This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My (employee) signature below signifies that I have reviewed and understand the contents of the position description.*

\_\_\_\_\_  
Signature of Appointing Authority

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date