

STATE OF OHIO
ATTORNEY GENERAL
CLASSIFICATION
SPECIFICATION

CLASSIFICATION SERIES:
Crime Victims' Claims Investigator

SERIES NO.:
2636AG

MAJOR AGENCIES:
Attorney General Only

EFFECTIVE DATE:
04/02/2006

SERIES PURPOSE:

The purpose of the crime victims' investigator occupation is to investigate reparations applications to determine eligibility for financial compensation to claimants as a result of being a victim of a criminal act.

At the first level, incumbents investigate crime victims compensation claims to ensure equitable disbursement of crime victims reparations fund in accordance with applicable Ohio law.

At the second level, incumbents act as lead investigator over lower-level crime victims' claims investigators.

At the supervisory level, incumbents supervise lower-level crime victims claims investigators.

At the managerial level, incumbent plans, coordinates & directs all non-legal functions for economic loss claims investigation unit & supervises crime victims' claims investigation supervisors & support personnel.

CLASS TITLE

Crime Victims' Claims Investigator

CLASS NUMBER

26361AG

PAY RANGE

11

EFFECTIVE

04/02/2006

CLASS CONCEPT:

The full performance level class works under direction & requires considerable knowledge of laws, rules & procedures governing reparations & investigation practices & techniques in order to investigate crime victims compensation claims to ensure equitable disbursement of crime victims reparations fund in accordance with Ohio law.

CLASS TITLE

Crime Victims' Claims Lead Investigator

CLASS NUMBER

26362AG

PAY RANGE

12

EFFECTIVE

04/02/2006

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of laws, rules & procedures governing reparations & investigation practices & techniques in order to act as lead investigator over lower-level crime victims' claims investigators, plan & schedule work assignments & monitor case loads to ensure timeliness, consistency & thorough reviews of each case.

CLASS TITLE

Crime Victims' Claims Investigation Supervisor

CLASS NUMBER

26365AG

PAY RANGE

13

EFFECTIVE

04/02/2006

CLASS CONCEPT:

The supervisory level class works under general direction & requires thorough knowledge of laws, rules & procedures governing reparations & investigation practices & techniques in order to supervise lower-level crime victims' claims investigators.

CLASS TITLE

Crime Victims' Claims Chief Investigator

CLASS NUMBER

26366AG

PAY RANGE

14

EFFECTIVE

04/02/2006

CLASS CONCEPT:

The managerial level class works under general direction & requires considerable knowledge of laws, rules & procedures governing reparations & investigation practices & techniques & managerial principles & techniques in order to plan, coordinate & direct all non-legal functions for economic loss claims investigation unit & supervise crime victims' claims investigation supervisors & support personnel.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Crime Victims' Claims Investigator	26361AG	47	04/02/2006	11

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Investigates crime victims compensation claims in objective & timely manner to ensure equitable disbursement of crime victims reparations fund in accordance with applicable Ohio law, reviews reparations applications for completeness, reviews claims examination for accuracy, analyzes cases fact pattern & develops investigatory plan of action, determines & develops sources to contact for information gathering purposes, creates specialized correspondence necessary to gather case specific information & evaluates claims & determines compensability of claim.

Verifies all claimed expenses through appropriate third party & their causal relationship to alleged criminal conduct; writes memoranda summarizing telephone interviews or clarifying documentation when necessary for verification; reviews medical documentation to identify any conduct or behavior that may disqualify applicant from eligibility guidelines of program; identifies other potential sources of compensation & verifies their proper utilization (e.g., Social Security Administration; Department Of Job & Family Services; medical insurance; automobile insurance; civil actions; other social programs).

Calculates applicant's economic loss (e.g., totals claimed expenses; offsets expenses with reimbursements received &/or with any additional adjustments in accordance with applicable laws, rules, standards or codes governing crime victims claim program); verifies lost income through employer & gathers pertinent employee information, personal & business tax records if necessary for purpose of calculating lost income utilizing basic accounting/bookkeeping principles; produces memoranda & exhibits used in court proceedings as evidence to reflect facts of case & prepares case for court.

Responds to applicants, service providers & attorney inquiries into claims process & provides updates on status of individual claims; prioritizes weekly work assignments to maximize efficiency; advises supervisor on status of investigations; assists legal staff in preparation for appeals process, testifies in appeals process if deemed necessary; reads & interprets court orders &/or other documents pertinent to claim.

MAJOR WORKER CHARACTERISTICS:

Knowledge of fractions, decimals & percentages; laws, rules & procedures governing crime victims' claims processing & operations*; public relations; interviewing; business correspondence; investigation practices & techniques. Skill in use of office equipment (e.g., photocopier, personal computer)*; adding machine. Ability to review claim files to verify &/or collect & evaluate data & calculate recommendation for reparations; use proper research methods in gathering data; handle routine & sensitive inquiries from & contacts with victim, legal & law enforcement personnel, general public & representatives of insurance companies, medical providers & funeral homes.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core program in criminal justice, accounting or related field which emphasizes training in investigation practices & techniques.

-Or 24 mos. trg. or 24 mos. exp. in investigation practices & techniques or law enforcement;

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May work additional hours as operational need dictate.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Crime Victims' Claims Lead Investigator	26362AG	47	04/02/2006	12

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Acts as lead investigator over crime victims claims' investigators & plans & schedules weekly work assignments based on internal claim priority procedures, monitors caseloads to ensure timeliness, consistency & thorough reviews of each case, leads investigation of complex cases to ensure processing time meets with applicable guidelines, responds to inquiries regarding work potential caseload problems to supervisor, informs supervisor of specific problems on individual cases, maintains caseload statistical data for each crime victims' claim investigator, records new, supplemental, reassigned & remand claims, records closed cases & reviewed cases (i.e., cases not closed), documents court due dates for each claim type, processes pertinent case information from field investigation unit & legal staff & evaluates claims & determines compensability of claim.

Investigates death claims; gathers information & vital statistics on decedent & family unit; analyzes information & prepares report which outlines potential future earnings of decedent taking into account decedents projected personal consumption of such income & outlines monetary loss suffered by each family member considering age & resources received as result of death; applies understanding of future earnings projections based on economic & time growth rates, actuary tables & principles of discounting such earnings to reflect current value; investigates other complex cases as assigned by supervisor; evaluates cases of lower-level crime victims' claims investigators having been in investigation for more than 120 days & prepares investigative action plan for such cases when needed & monitors case progress.

Prepares routine motions (i.e., which requests additional time to process case) for legal staff to review & approve; informs supervisor of all cases denied request for additional investigative time by court; monitors inventory of claims on computer system to ensure accuracy of information; records & monitors productivity of assigned staff; compiles team performance statistical report (i.e., on weekly & monthly basis) & submits to supervisor.

Provides training (e.g., on general office procedures, computer system, case organization) for new crime victims' claims investigators; maintains & updates resource material as needed.

MAJOR WORKER CHARACTERISTICS:

Knowledge of fractions, decimals & percentages; employee training & development*; supervisory principles/techniques*; laws rules & procedures governing crime victims' claims processing & reparations*; public relations; interviewing; business correspondence; investigation practices & techniques. Skill in use of office equipment (e.g., photocopier, personal computer)*; adding machine. Ability to review claim files to verify &/or collect & evaluate data & calculate recommendation for reparations; use proper research methods in gathering data; handle routine & sensitive inquiries from & contact with victim, legal & law enforcement personnel, general public & representatives of insurance companies, medical providers & funeral homes.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. as Crime Victims Claims Investigator, 23661AG.

-Or completion of associate core program in criminal justice or related field which provided training in investigation practices & techniques; 2 yrs. trg. or 2 yrs. exp. in investigation practices & techniques or law enforcement.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May work additional hours as operational need dictate.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Crime Victims' Claims Investigation Supervisor	26365AG	47	04/02/2006	13

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises crime victims' claims investigators & crime victims' claims lead investigator (e.g., interviews applicants; prepares & compiles orientation materials & provides training & orientation for new staff; provides on-going training; provides intensive interaction during probationary period; completes performance evaluations; recommends disciplinary actions, conducts quarterly & yearly reviews, approves/disapproves leave requests), assigns claims & tracks work product on completed cases & on-going work product, consults with lead investigators on inventories, reviews individual investigator caseloads, prepares motions for good cause for approval by assistant attorney general, prioritizes work based on age of claim, type of claim (i.e., fast track) & special issue claims (e.g., tentative award request, financial hardship), assists in development & implementation of investigative procedures & notifies staff of any policy changes & new/important case law, recommends changes in current laws, plans, schedules & coordinates speakers for seminars & plans, schedules & conducts team investigator meetings to provide information (e.g., changes in statute &/or office procedures, private/public policy changes).

Oversees staff case inventories on daily basis by reviewing due dates, number of extensions filed & status of caseload to determine frequency for reviews & delegating claims in need of immediate attention; investigates & handles sensitive or complex cases as assigned by supervisor; consults with supervisor regarding personnel issues (e.g., major personnel changes; personal leave requests; secondary steps for disciplinary action).

Attends/conducts meetings; consults with legal staff regarding court decisions which affect investigations & other claim issues; serves as liaison with private & public sectors; updates work manuals & resource materials; responds to outside status inquiries & handles complaints; reviews long distance telephone logs; reviews reports submitted by lead investigator for accuracy; prepares weekly & monthly statistical reports & submits to supervisor; makes recommendations regarding staff team placement for optimum performance (i.e., when vacancies or long term disabilities occur).

MAJOR WORKER CHARACTERISTICS:

Knowledge of fractions, decimals & percentages; employee training & development; supervisory principles/techniques; laws, rules & procedures governing crime victims' claims processing & reparations*; public relations; interviewing; business correspondence; investigation practices & techniques. Skill in use of office equipment (e.g., photocopier, personal computer)*; adding machine. Ability to review claim files to verify &/or collect proper research methods in gathering data; handle routine & sensitive inquiries from & contacts with victim, legal & law enforcement personnel, general public & representatives of insurance companies, medical providers & funeral homes.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. exp. as Crime Victims' Claims Lead Investigator, 23662AG.

-Or completion of associate core program in criminal justice or related field which provided training in investigation practices & procedures; 4 yrs. trg. or 4 yrs. exp. in investigation practices & techniques or law enforcement, 12 mos. of which involved training & monitoring work of new or other investigative/law enforcement personnel or as supervisor.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May work additional hours as operational need dictate.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Crime Victims' Claims Chief Investigator	26366AG	47	04/02/2006	14

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Plans, coordinates & directs all non-legal functions for economic loss claims investigation unit, develops/implements policies & investigation procedures, develops new or revises forms to improve quality of investigations, develops new or revises reports to enhance compilation of statistical data to monitor performance & track productivity, reviews statistical reports from each investigative team for accuracy, prepares report summary of productivity for all teams & submits to section chief, plans, schedules & conducts unit meetings, reviews complex case files as needed & takes necessary action (e.g., provides directions to close investigation, reassigns to supervisor) & supervises crime victims' claims investigation supervisors & support personnel (e.g., interviews job applicants & makes recommendations for hire; provides training; completes performance evaluations; handles critical performance problems).

Handles special or highly sensitive investigations; testifies in court; consults with & provides assistance to lower-level supervisory staff regarding personnel issues (e.g., major personnel changes; personal leave requests; secondary steps for disciplinary action).

Reviews & recommends new methods or changes to automated tracking system; works with programmer to provide formulas used regarding specialized programming needs to calculate work loss, economic loss & future losses to enable program design to meet needs of staff.

Meets with court of claims personnel, medical & psychological consultants, accounting consultant & personnel from other agencies to discuss various aspects of investigations, consultations & coordination of information; delivers speeches & presentations at conferences or to government agencies; responds to inquiries from private agencies, government agencies & general public; reviews & analyzes proposed legislation related to crime victims act & reports to section chief; prepares & maintains reports relating to investigation unit performance; attends seminars, conferences & workshops; determines staffing needs & makes recommendations to section chief; monitors administrative costs of investigating reparation applications.

MAJOR WORKER CHARACTERISTICS:

Knowledge of fractions, decimals & percentages; employee training & development; supervisory principles/techniques; managerial principles/techniques*; laws, rules & procedures governing crime victims' claims processing & reparations*; public relations; interviewing; business correspondence; investigation practices & techniques. Skill in use of office equipment (e.g., photocopier, personal computer)*; adding machine. Ability to review claim files to verify &/or collect recommendation for reparations; use proper research methods in gathering data; handle routine & sensitive inquiries from & contacts with victim, legal & law enforcement personnel, general public & representatives of insurance companies, medical providers & funeral homes.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

24 mos. exp. as Crime Victims' Claims Investigation Supervisor, 26365AG.

-Or completion of undergraduate core program in criminal justice, accounting or other related field that emphasizes training in investigation practices & techniques; 5 yrs. trg. or 5 yrs. exp. in investigation practices & techniques or law enforcement; 12 mos. trg. or 12 mos. exp. in supervisory principles/techniques.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May work additional hours as operational need dictate.