



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

CONSUMER COMPLAINT INVESTIGATOR I

Job Number: 20001880
Job Code: 98130V231016
Job Group: 9800 - LAW
Job Established: 06/16/1982
Job Revised: 10/16/2023

Grade: 13	<u>Salary (MIN - MID):</u>	<u>Special Entrance Rate:</u>
	\$20,549-\$30,824 - Hourly	NONE
	\$3,339.22-\$5,008.90 - 37.5 Hr. Monthly Salary	NONE
	\$3,561.84-\$5,342.84 - 40 Hr. Monthly Salary	NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months, except as provided in KRS 18A.111.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Performs entry-level work in the examination, evaluation and investigation of routine complaints concerning potential violations of program laws and regulations. Mediates compliance violations where legal action is not appropriate; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE, TRAINING, OR SKILLS:

NONE

Substitute EDUCATION for EXPERIENCE:

NONE

Substitute EXPERIENCE for EDUCATION:

Experience in investigating, auditing, consumer education, mediating or resolving complaints or a related field will substitute for the required education on a year-for-year basis. Current or prior military experience will substitute for the required college on a year-for-year-basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

Must possess a valid driver's license prior to employment in this job classification. Must maintain any required licensure(s), certification(s), or other credentials for the length of employment in this job classification. Employing agency is responsible for ensuring employee possesses and maintains required licensure(s), certification(s), or other credentials.

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Works in the performance of professional level work in the examination, evaluation, and investigation of routine complaints concerning potential violations of program laws and regulations and selects the appropriate strategy for complaint resolution. Conducts routine field investigations and interviews which involve clearly applicable precedents and have relatively limited impact, as well as investigates complaints through oral and written communications to parties involved in the complaint. Mediates consumer complaints where legal action is not appropriate or necessary. Obtains necessary facts and documentation to justify legal action. Coordinates enforcement with federal, state, and local agencies. Examines financial documents, accounting records, bank statements, computer records, business records, public documents, insurance records, and other relevant records. Prepares reports, charts and other relevant material setting forth the findings of investigations for hearings and/or courts. Testifies at grand juries, trials, or any administrative proceeding. Abides by departmental rules, regulations, and policies in performing investigative work.

UNIQUE PHYSICAL REQUIREMENTS:

Any unique physical requirements necessary to perform the duties of a specific position will be listed on the individual position description, if applicable.

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

May work irregular hours due to nature of investigative work. Will be required to travel in the course of investigations. Works in all types of weather.

ADDITIONAL REQUIREMENTS:

Upon employment, employees in this job classification may be required to drive a licensed vehicle. This status may be necessary for the length of time in this job classification. If this is necessary, it will be listed in the specific position description for the position at issue. Applicants and employees in this job classification may be required to submit to a drug-screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

The Commonwealth of Kentucky does not discriminate on the basis of race, color, sex, disability, age, national origin, religion, sexual orientation, gender identity or expression, pregnancy or related medical condition, marital or familial status, ancestry, political affiliation, genetic information, or veteran status in accordance with state and federal laws.