

## STATE OF SOUTH DAKOTA CLASS SPECIFICATION

**Class Title: Quality Control Specialist**

**Class Code: 51552**

**Pay Grade: GG**

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### **A. Purpose:**

Conducts reviews on energy assistance applications and eligibility determinations and vendor records to ensure compliance with federal and state rules and regulations.

### **B. Distinguishing Feature:**

The Quality Control Specialist conducts reviews on energy assistance applications and fuel vendors; and processes and determines eligibility for energy assistance applications. The Quality Compliance & Improvement Specialist conducts interviews and audits of multiple programs leading to the improvement of program delivery; and ensuring accurate program delivery and correctly spent dollars.

### **C. Functions:** *(These are examples only; any one position may not include all of the listed examples nor do the listed examples include all functions, which may be found in positions of this class.)*

1. Examines and analyzes clients' case record information to ensure compliance with program rules and regulations.
  - a. Audits the eligibility and benefit payments on randomly selected cases by analyzing case record information and verifying the information.
  - b. Determines the cause of an error and corrects the amount of benefits by recalculating benefit amounts.
2. Completes energy vendor reviews to ensure accurate billings and payments.
  - a. Selects vendors to review; large vendors are reviewed annually, other vendors are reviewed every four years, or when the office receives complaints about the vendor.
  - b. Requests printouts that indicate the client, case information, and vendor payments.
  - c. Contacts vendors to set up a face-to-face appointment, where the specialist reviews fuel tickets and/or computer data to compare fuel deliveries and payments and ensure they match.
  - d. Discusses any discrepancies between the files and payments with the vendor.
  - e. Creates and mails a follow-up letter with the vendor indicating review findings.
3. Determines applicant eligibility for energy assistance funds to ensure assistance to those that qualify.
  - a. Receives applications for energy assistance and ensures that application is complete.
  - b. Verifies income on the application by searching available computer systems and requesting information from banks and other sources.
  - c. Verifies heat type, heat cost, household composition, and heat region.
  - d. Notifies landlords and heating sources of applicant's eligibility.
  - e. Enters all information regarding the applicant's case into the computer system and updates as necessary.
  - f. Provides testimony and attends hearings related to LIEAP eligibility benefits.

4. Performs other work as assigned.

**D. Reporting Relationships:**

The incumbent does not typically supervise, but may provide work direction to Energy Assistance Workers.

**E. Challenges and Problems:**

Challenges include ensuring that all client and vendor determinations are thorough and accurate; coordinating vendor reviews and allotting enough time for the review, especially when a vendor serves a large number of clients or there are several discrepancies; and handling a large number of energy assistance applications within limited timeframes.

Typical problems include receiving applications back in a timely manner and ensuring the accuracy of information on the applications.

**F. Decision-making Authority:**

Decisions include whether an energy assistance determination was accurate or not, if errors are found determining if recovery procedures need to be taken, reimbursement requirement from the vendor if the error cannot be offset, ensuring that the vendor is following their supplier agreement, and if an applicant is eligible for energy assistance.

Decisions referred include fraudulent findings, repeated mistakes by the Energy Assistance Workers, vendor discrepancies that cannot be resolved, and client eligibility disputes that cannot be resolved.

**G. Contact with Others:**

Daily contact with clients to obtain information and verification of income, heat source, and household members; vendors to review billings and payments; and financial institutions, Veteran's Administration, Social Security Administration, and employers to verify income.

**H. Working Conditions:**

The incumbent works in a typical office environment, and travels to vendor sites and reviews billing files.

**I. Knowledge, Skills and Abilities:**

Knowledge of:

- basic computer software applications;
- energy assistance and eligibility determination procedures.

Ability to:

- communicate information clearly and concisely;

- conduct investigative interviewing, maintain composure and work objectively with clients who may be hostile, verbally abusive or uncooperative;
- schedule and manage work time by assigning appropriate priorities to work activities;
- maintain confidentiality of client case records;
- utilize computer applications including word processing and spreadsheets;
- perform basic mathematics;
- analyze and evaluate case records and computer information for compliance with relevant federal and state statutes;
- prepare clear and concise reports.