

**State of Michigan
Civil Service Commission**

Capitol Commons Center, P.O. Box 30002
Lansing, MI 48909

Position Code

1. REGLAGTE

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency DEPT OF INS AND FIN SERVICE
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Office of General Counsel
4. Civil Service Position Code Description Regulation Agent-E	10. Division Fraud Investigation Unit
5. Working Title (What the agency calls the position) Fraud Investigator	11. Section
6. Name and Position Code Description of Direct Supervisor Jennifer Kinsey, Regional Manager 14	12. Unit
7. Name and Position Code Description of Second Level Supervisor Lee McCallister, Regulation Manager 15	13. Work Location (City and Address)/Hours of Work 530 W. Allegan, Lansing / 8:00 a.m.-5:00 p.m.

14. General Summary of Function/Purpose of Position

This position conducts investigations based upon allegations of possible fraudulent activities in the insurance and financial services markets in an assigned geographical area. Cases include allegations of fraud that involve individuals and entities that are involved in the alleged fraudulent activities. Investigations must be conducted in accordance with rules of evidence and be prepared in a manner that withstands review by local, state and federal prosecutors. Position provides investigative assistance to other regulatory and law enforcement agencies and guidance and assistance to other employees on criminal investigations.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1**General Summary:****Percentage: 60**

Conducts investigations of alleged fraudulent activities in the insurance and financial services markets in the Southeast portion of the State. Draft cases for criminal prosecution through evidence collection and processing, witness and suspect interviews, documentation of investigative efforts, and coordination with law enforcement agencies for search, seizure and arrest of criminal suspects.

Individual tasks related to the duty:

- Conduct investigations or assist in the conduct of investigations and report on allegations of fraudulent activities where the likelihood exists for criminal prosecution.
- Draft an action plan for investigation of fraud complaints and case management.
- Properly collect, process, document and track evidence.
- Interview witnesses and suspects, interrogate and obtain tape recorded and written statements.
- Review and interpret medical records, accounting records, insurance claims records and various legal documents, and determine their relationship to the alleged incident. Obtain all other documentation that may prove related to the incident.
- Collect and preserve evidence in accordance with legal requirements.
- Assist with the coordination with law enforcement agencies (local, state and/or federal) to obtain search warrants, arrest and process criminals.

Duty 2**General Summary:****Percentage: 25**

Prepare investigative reports and assist in disposition of cases.

Individual tasks related to the duty:

- Review, analyze and evaluate investigation findings.
- Assist with organizing and coordinating investigative efforts with fraud analysts, technicians, etc. within the unit
- Prepare a draft of a written investigative report, containing all pertinent information.
- Make recommendations for closure, referral or criminal prosecution or expert review, if warranted.
- Provide witness testimony in administrative, civil or criminal proceedings as directed or requested regarding findings of fraudulent activities.

Duty 3**General Summary:****Percentage: 10**

Perform other duties related to the investigation of fraud as requested.

Individual tasks related to the duty:

- Assist area law enforcement agencies, local, county, and federal entities with fraud investigations.
- Coordinate requests for investigative assistance and services from other agencies.
- Attend local detective meetings.

Duty 4**General Summary:****Percentage: 5****Special assignments****Individual tasks related to the duty:**

Perform special projects from the manager as assigned.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

As this is a field job and supervision is not always immediately available, decisions must be made regarding any unexpected complications that arise while in the field. These decisions affect the outcome of the case, as well as the public perception of the Department and the State.

17. Describe the types of decisions that require the supervisor's review.

Investigative techniques and strategies and jurisdictional issues and circumstances that may affect FIU policy.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Driving to and from interviews/investigations to conduct field investigations on a daily-basis, occasionally encountering inclement weather. The position requires numerous hours spent working on the computer and talking on the phone, as well as handling multiple documents. On a less frequent basis, it may be necessary to lift and move boxes of documents that are being reviewed and to transport equipment and documents into court. In addition, there will be occasions to assist law enforcement at on-site search warrants. These can vary greatly, depending on the location of documents and how many are to be seized. Travel to court or meetings may also be required. May be required to work long hours under stressful conditions.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.**Additional Subordinates****20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):**

- | | |
|---|--|
| <input type="checkbox"/> Complete and sign service ratings. | <input type="checkbox"/> Assign work. |
| <input type="checkbox"/> Provide formal written counseling. | <input type="checkbox"/> Approve work. |
| <input type="checkbox"/> Approve leave requests. | <input type="checkbox"/> Review work. |
| <input type="checkbox"/> Approve time and attendance. | <input type="checkbox"/> Provide guidance on work methods. |
| <input type="checkbox"/> Orally reprimand. | <input type="checkbox"/> Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

This position conducts investigations based upon allegations of possible fraudulent activities in the insurance and financial services markets in an assigned geographical area.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New position

25. What is the function of the work area and how does this position fit into that function?

The Fraud Investigation Unit conducts investigations of alleged fraudulent activities in the insurance and financial services markets. These allegations are submitted by citizens, licensed individuals/entities, industry associations, and other local, state or federal agencies. The investigator conducts investigations of the above-referenced allegations in the insurance and financial services markets.

Possession of a bachelor's degree in business administration, criminal justice, criminology, law enforcement, police administration, security and loss prevention, or a related field.

EXPERIENCE:

Two years of professional experience providing regulation and investigative services equivalent to a Regulation Agent, including one year equivalent to a Regulation Agent 10.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to communicate effectively orally and in writing.
- Must possess analytical skills.
- Knowledge of the investigative techniques and insurance or medical terminology.
- Knowledge of the collection and preservation of evidence obtained during an investigation.
- Ability to develop questions pertinent to the legal issues involved.
- Ability to conduct proper research and/or case consultation regarding insurance claims.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Valid Michigan driver's license
- Michigan Commission on Law Enforcement Standards certification

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

N/A

I certify that the entries on these pages are accurate and complete.

DIANE GRIGGS

3/3/2020

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date