

MAJOR FUNCTION

This is a responsible administrative position assisting in the performance of a variety of administrative duties, receiving complaints, and serving as the primary receptionist for the Office of Inspector General (OIG). This position supports the Audit and Investigations Divisions and assists the Administrative Services Coordinator with a broad range of administrative and operational duties. The work requires a high level of professionalism, discretion, and integrity due to access to confidential and sensitive information.

ESSENTIAL AND OTHER IMPORTANT DUTIES**Essential Duties**

The Intake Specialist is responsible for a variety of duties, including serving as the primary receptionist for the OIG, answering the main phone line and fraud hotline, documenting and routing complaints, conducting initial whistleblower intake, and following OIG policies for processing inquiries.

The position provides administrative and operational support to the Audit and Investigations Divisions by assisting with the organization of case and audit materials, conducting research, preparing summaries or reports, maintaining files, and supporting other audit and investigative activities as assigned. The IG Specialist also assists the Administrative Services Coordinator with administrative functions, including recordkeeping, purchasing and procurement support, tracking expenses or budget items, coordinating travel, maintaining departmental records, preparing correspondence and reports, and supporting special projects or operational initiatives.

Other Important Duties

Assists the Inspector General in the absence of the Administrative Services Coordinator. Supports committees as needed. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Knowledge of administrative and clerical practices, office procedures, recordkeeping systems, and basic interviewing techniques. Ability to establish and maintain effective working relationships with others and project a positive image of the OIG. Ability to organize and maintain accurate records; communicate effectively with staff, officials, and the public; manage multiple priorities; and exercise sound judgment, discretion, and professionalism in a confidential work environment. Ability to understand and follow oral and written instructions. Skilled in the use of standard office equipment, including computers and associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration or a degree accepted in the field in which the vacancy exists; or possession of a high school diploma or an equivalent recognized certificate and three years of staff or administrative experience.

Necessary Special Requirements

At the Inspector General's discretion, a valid Class E State driver's license may be required at the time of appointment for any of the designated positions allocated to this class.

Established: 07-22-20
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07-17-26