



## FRAUD INVESTIGATOR

The Ocala Housing Authority (OHA) is seeking a qualified professional to join its team as a **FRAUD INVESTIGATOR**. The individual will be responsible for conducting a variety of complex and sensitive investigations related to suspected fraud, waste, and abuse for the agency; obtaining and presenting facts and evidence in support of administrative action or prosecution; investigating and interviewing suspected fraudulent participants, unauthorized occupants, landlords/agents, employees, and all parties involved. The Fraud Investigator will recommend remedies in cases of fraud, including but not limited to, employee disciplinary actions, denial of applications for housing assistance, cancellation from housing program wait lists, repayment agreements, termination of housing assistance, eviction, civil proceedings to recover overpaid housing assistance and investigation and legal costs, or referral to law enforcement agencies for criminal prosecution. The individual will work with federal, state, and local government agencies to identify opportunities and contacts for partnerships to improve communication of information among government agencies that provide benefits or services to OHA applicants, residents, and employees. The Fraud Investigator will also provide technical assistance to staff and management on Information Technology (IT) issues, maintain the agency's website and other social media platforms, perform regular upgrades on computers and also serve as a liaison between employees and the agency's external IT contractor as it relates to IT issues.

**MINIMUM QUALIFICATIONS:** Graduation from an accredited college or university with a Bachelor's Degree in Law Enforcement, Criminology, Social Sciences, Finance, Business Administration, Public Administration, Sociology, Psychology or related fields; OR may substitute an equivalent combination of education, training and professional work experience, which provides the required knowledge, ability, and skills required for the position. Candidate **must** have a minimum of five years' of progressively responsible professional work experience in fraud investigations, including insurance, subsidized housing, and employee fraud, OR Internal Auditing, Compliance, Public Housing/HCV, Financial Analysis and Research, OR related field. Additionally, the successful Candidate **must** possess proficient interviewing skills and techniques; be a highly motivated self-starter and ability to coordinate multiple projects/tasks simultaneously in a high-pressured environment; and have excellent computer skills with proficiency in Microsoft Office. **Bi-Lingual (Spanish) is a plus!** A valid Florida driver's license is required at hire date and must be insurable under OHA's automotive insurance.

If you meet these qualifications, please mail, fax or email: **cover letter, resume', application, and three (3) verifiable work references (non-related)**, to the attention of: Ms. Glenda Roberts, HR Director, Ocala Housing Authority Administrative Office, 1629 NW 4<sup>th</sup> St, Ocala, FL 34475. You may also fax or email to 352-369-2643 or [GRoberts@OcalaHousing.org](mailto:GRoberts@OcalaHousing.org). Applications and job description are available on the OHA's **website at [www.OcalaHousing.org](http://www.OcalaHousing.org)**. **Salary: \$40k - \$44k plus EXCELLENT benefits.** Successful candidate must pass a criminal background check. **Position is open until filled.**

*Drug-Free Workplace*  
**COME GROW WITH US!!**





## **JOB DESCRIPTION**

### ***FRAUD INVESTIGATOR***

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**FLSA Status:**

Non-Exempt

**Employment Status**

Full-time

**Nature of Work**

This position conducts a variety of complex and sensitive investigations related to suspected fraud, waste, and abuse for the agency; obtains and presents facts and evidence in support of administrative action or prosecution; investigates and interviews suspected fraudulent participant's, unauthorized occupants, landlords/agents, employees, and all parties involved. The incumbent monitors compliance of HUD regulations. The duties listed below illustrate the various types of work performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

**Classification Standards**

The single position to this class reports to the Chief Executive Officer (CEO) and works with limited supervision.

**Essential Fraud Investigative Job Functions**

- Conduct investigations into other suspicious claims and matter of significance that may involve personnel, landlords, and/or tenants, applicants and other clients within the OHA, including surveillance on- and off-site, in compliance with applicable law, as needed or requested with the purpose and goal of resolving indicators of fraud present in those claims.
- Conduct fraud investigations based on evidence obtained from fraud detection tools or complaints received.
- Review case files to located alleged violations, determine validity, and extract case file information useful to the investigation.
- Maintain current data regarding the status of all fraud investigations.
- Perform income assessment to identify all income and assets of an individual, including locating savings/checking, brokerage and other investment accounts, interests in real property, and interest in business enterprises of all kinds.
- Conduct background checks to include checks of marital status, family composition, employment history, credit history and relationships, criminal history, and civil litigation involvement.
- Conduct interviews to gather information on alleged fraud or non-compliance in accordance with Housing Authority policy and procedures.

- Perform off-site inspection/observation of designated Ocala Housing Authority (OHA) Public Housing and Open Market residents and HCV/Section 8 residents (e.g., to determine the number of individuals occupying a unit and their relationship).
- Calculate amounts owed to OHA due to underreported income of fraud/overpayment of housing assistance. Responsible for preparing repayment agreements and meeting with appropriate parties to execute and monitor repayment agreements.
- Recommend remedies in cases of fraud, including, but not limited to, employee disciplinary action, denial of applications for housing assistance, cancellation from housing program wait lists, repayment agreements, termination of housing assistance and eviction, civil proceedings to recover overpaid housing assistance and investigation and legal costs or referral to other governmental agencies for criminal prosecution.
- Prepare a recommendation for the CEO regarding referral of cases to outside agencies for further investigation and/or criminal prosecution. Assist in the preparation of litigation.
- Assist Hearing Officer with Informal Conferences.
- Work with federal, state, and local government agencies to identify opportunities and contacts for partnerships to improve communication of information among government agencies that provide benefits or services to OHA applicants, residents, and employees.
- Assist the State Attorney's Office, HUD Office of Inspector General, State Office of Inspector General, or other appropriate agency with investigation and prosecution.
- Maintain fraud files, generate appropriate management reports and other reports as required.
- Monitor the Agency's Fraud Hotline and "Report Fraud" Website, to include update of the hotline message and website content as needed/merited, retrieval of complaints/allegations from fraud hotline and website, interviewing individuals and assessing tips and allegations to determine whether a fraud investigation should be initiated, and investigating and follow up with appropriate actions and authorities.
- Continuously assist with the development of fraud policy, forms, procedure, and provide training to staff as needed.

### **Essential Information Technology (IT) Duties and Responsibilities**

- Provide technical assistance to staff and management on IT issues
- Maintain website and other social media platforms of the agency
- Perform regular upgrades on computers
- Serve as a liaison with agency employees and external IT contractor as it relates to IT issues

### **Minimum Qualifications**

- Graduation from an accredited college or university with a bachelor's degree in law enforcement, criminology, social sciences, Finance, Business Administration, Public Administration, Sociology, Psychology or related fields; OR may substitute an equivalent combination of education, training and professional work experience, which provides the required knowledge, ability, and skills required for the position; and
- Five years' of progressively responsible professional work experience in fraud investigations, including insurance, subsidized housing, and employee fraud, or Internal Auditing, Compliance, Public Housing/HCV, Financial Analysis and Research, OR related field; and
- Proficient interviewing skills and techniques; and
- Highly motivated self-starter and ability to coordinate multiple projects/tasks simultaneously in a high-pressured environment; and
- Excellent computer skills with proficiency in Microsoft Office.
- **Bi-Lingual (Spanish) is a plus!**

### **Licenses/Certifications**

- Requires valid Florida driver's license and insurability under the agency's insurance policy.
- Requires Certified Occupancy Specialist, or the ability to acquire within one year of employment.
- Requires Certified Fraud Examiner and Certified Hearing Officer, or the ability to acquire within one year of employment.

### **Knowledge and Abilities:**

- A variety of interviewing techniques, including but not limited to knowledge of interpersonal communication techniques, interviewing difficult subjects, eliciting information from reticent subjects, interpreting body language.
- Ability to interface with all levels of employees at the OHA.
- Knowledge of federal, state, and local policies, laws, and regulations pertaining to investigating fraud.
- Skilled in analyzing situations accurately and determining the accurate course of action.
- Ability to devise and create written policies and procedures.
- Knowledge of all the OHA programs and regulations and policies.
- General mathematics, records keeping, and bookkeeping procedures.
- HUD EIV Reports.
- HCV and PH Rent and Subsidy overpayment calculations.
- English usage, spelling, grammar, and punctuation. Communicate tactfully and effectively in both written and verbal form in English.
- Telephone and office etiquette principles and practices.
- Operate a variety of modern office equipment in processing information to prescribed forms, i.e.: copy machines, facsimile machines, scanners, adding machines, personal computers and printers used in connection with work.
- Receive and respond to inquiries, requests, and complaints with tact, discretion, and diplomacy.
- Review files, determine eligibility, and calculate rents.
- Interpret and explain Housing Authority procedures, policies, rules, and regulations.
- Clearly document outcome of investigations.
- Complete quality control of Housing Assistance Payments and Rental Integrity Monitoring items.
- Prepare clear, complete, and concise oral and written reports.
- Project management.
- Problem analysis and conflict resolution.
- Maintain absolute confidentiality of work-related issues, client records, and OHA information.
- Use high level of tact, sensitivity, courtesy, and understanding. Must act with integrity.
- Basic surveillance techniques.
- Budget preparation and accounting internal controls.
- Knowledge of FLSA regulations and HR laws.

### **Job Requirements**

- Adhere to the confidentiality standards of the Privacy Act of 1974, {U.S.C. § 552A} as amended.
- Support the relationship between OHA and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and OHA staff.
- Establish and maintain cooperative and effective working relationships with others.
- Ability to work with diverse individuals from all walks of life and exercise mature judgement
- Operate a computer and assigned office equipment effectively. Computer skills required include Microsoft Word, Excel, PowerPoint, and Outlook; Internet; and Authority specific software.

- General mathematics, records keeping, and bookkeeping procedures.
- Analyze situations accurately and adopt an effective course of action.
- Meet schedules and timelines.
- Work independently with little direction.
- Perform related duties as assigned.

**Working Conditions:**

**Environment:**

Office environment.  
Driving a company vehicle to conduct work.

**Physical Abilities:**

Hearing and speaking to exchange information and make presentations.  
Seeing to read a variety of materials.  
Dexterity of hands and fingers to operate a computer keyboard.

**Hazards:**

Contact with dissatisfied individuals or those committing fraud and abusing the guidelines of the programs.

Staff is responsible for reporting any perceived and/or real conflict of interest to their immediate supervisor in writing by completing the OHA Conflict of Interest Disclosure Form. Upon completion and submittal, the immediate supervisor will then report to Executive Management Staff. The Chief Executive Officer will determine if the employee will be allowed to continue processing the client's file, or if it will be assigned to another employee.

Employee: \_\_\_\_\_ / Date \_\_\_\_\_

Human Resources Department: \_\_\_\_\_ / Date \_\_\_\_\_

Direct Supervisor: \_\_\_\_\_ / Date \_\_\_\_\_

Approved by:

\_\_\_\_\_/ Date \_\_\_\_\_

Chief Executive Officer Signature

This job description is not intended to be a comprehensive list of duties and responsibilities of the position. The omission of a specific job function does not absolve an employee from being required to perform additional tasks incidental to or inherent in the job.

