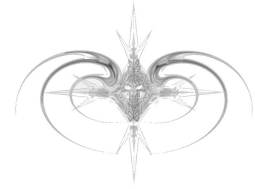


## Case Manager

Counsels and aids individuals and families requesting paranormal investigations to be performed. Interviews clients reporting problems or concerns with paranormal activity and determines the nature and degree of activity. Documents client information, and completes client questionnaire to determine the scope of each case. Performs follow-ups with clients to ensure quality of service provided to the client and the status of client's case. Represents team through client facing, serves as a primary contact interface for the group and clients. Conducts investigations of paranormal phenomenon using scientific methodology with a focus to debunk strange occurrences. Conducts investigation of client locations using EMF meters, audio/video recording devices, digital cameras and other applicable equipment. Examines evidence obtained during the investigation for identification and analysis. Reports findings of evidence from investigations to Tech Manager and/or management team. Performs any duties necessary as assigned by management.

1. Serves as a primary contact interface for clients and team.
2. Interviews clients to document claims and detailed information. Determines scope of cases, serves as liaison to coordinate case and inform team.
3. Performs follow-ups with client to ensure quality service.
4. Manages Researcher and ensures that location information has had proper research conducted.
5. Investigates client location and attempts to debunk client's claims or document paranormal activity.
6. Assists in setup/breakdown of equipment at client location under the direction of Team Manager / Tech Manager or above.
7. Reviews evidence recorded with personal equipment and submits findings. Will be required and assigned to assist Tech Manager with review of evidence with group equipment. Will be responsible for meeting assigned deadlines set by Tech Manager for evidence review.
8. Participates in average of one (1) case per month during each calendar year. Also required to participate in 80% of interviews, meetups, events, conference calls, team meetings and other team related activities.
9. Follows the direction of Director / General Manager / Team Manager and assists in duties as assigned. (Also follows position description requirements of Investigator)

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Position Reports to: Team Manager

Position Manages: Researcher

Job Description last reviewed: **7/31/2015** (Previous Revisions - 10/17/2013, 1/25/2011)

All positions with Carolina Paranormal Society are volunteer positions. There is no compensation at all. Time and materials necessary to participate with Carolina Paranormal Society are donated at your personal expense. Accepting a position with Carolina Paranormal Society binds you to the By-Laws and Terms of Membership of the group. There is a \$200 refundable deposit required to join Carolina Paranormal Society for all positions. Please review the Carolina Paranormal Membership Terms and Deposit Agreement Information pages at <http://www.carolinaparanormal.com>

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