



LANGLADE COUNTY POSITION DESCRIPTION ECONOMIC SUPPORT SPECIALIST

Department: Social Services
Reports to: Economic Support Supervisor
Grade/Wage: Grade 17, \$21.00-26.00/hour
FLSA Status: Non-exempt, 40 hours/week
Revised: 1/10/2025

Summary:

This position determines eligibility for all Economic Support programs including Medicaid, BadgerCare, Food Share, CareTaker Supplement, and Child Care assistance. Interviews customers, collects data, and computes budgets; records and documents information; accesses, prepares and inputs all data into the statewide computer processing systems. This position works in an office and call center work environment.

Essential Duties and Responsibilities: To perform this job successfully, an individual must be able to perform each essential function satisfactorily and in a timely manner. The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required or assigned.

- Meet with potential applicants to assess current situation, gather information, examine available resources, and explain program requirements.
- Process determinations and re-determinations of eligibility and other tasks determined to be necessary for effective and efficient program administration.
- Identifies, evaluates and responds to changing client eligibility situations.
- Processes new program requests, case composition changes/person additions.
- Conducts interactive interviews on Economic Support (CARES) and CARES Worker Web (CWW) computer systems.
- Resolves discrepancies in State produced cross-matches, i.e. State Wage Information Collection Agency (SWICA), Internal Revenue Service (IRS), Social Security, Department of Industry Labor and Human Relations (DILHR).
- Evaluates and refers all appropriate cases for front end verification and/or fraud investigation.
- Prepare and represent the agency at fair hearings or court proceedings.
- Determines over/under payments and takes corrective action.
- Prepares case file materials for scanning into electronic case file system (ECF).
- Work with consortium of 4 counties in a Call / Change Center to provide participants quality customer service, the correct amount of benefits, and the coordination of services.
- Make referrals to appropriate services and/or to additional community resources.
- Attend agency staff meetings, agency training sessions, and training sessions provided by the state, county or consortium.
- Assist in training other members of the staff.
- Ensures that client confidentiality is maintained at all times.
- Coordinate drug screens for convicted drug felons.



Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and/or Experience;

Minimum qualifications: High School diploma and one (1) year of secretarial, professional administrative experience in a governmental or public sector work environment, one (1) year of experience working with the public; or an equivalent combination of training, education and experience. Preferred qualifications: Associate Degree in human services, secretarial, professional administrative, record keeping, accounting, math or related field; call center experience; three years experience in working with the public; or an equivalent combination of training, education and experience. Valid driver's license required.

Knowledge, Skills and Abilities:

- Knowledge of Economic Support Programs, WHEAP (Wisconsin Home Energy Assistance Program) and community resources and the ability to link clients to appropriate resources.
- Ability to utilize a computer and the required software such for a variety of local, state and federal computer systems.
- Ability to use a scanner and validation software.
- Ability to work accurately and efficiently under pressure from clients and deadlines.
- Ability to maintain empathy, patience and compassion while assisting customers when handling a difficult situation with a frustrated or unhappy customer.
- Ability to conduct formal interview and informal discussion to obtain information from the public.
- Ability to accept client situations and problems without imposing one's own standards.
- Ability to use mathematics accurately and keep accurate records.
- Ability to follow and effectively carry out verbal and written instructions.
- Ability to maintain customer and program confidentiality.
- Ability to read, interpret and absorb complex manual material.
- Ability to make decisions in accordance with laws, regulations, and established policies.
- Ability to establish and maintain effective working relationships with staff, customers, other agencies, and the general public including ability to explain program rules and requirements.
- Ability to maintain collaboration skills to assist co-workers with all duties, analyzing and adjusting work procedures for maximum efficiency. Remain flexible to adjust to changing responsibilities as needed.
- Ability to communicate effectively in written and oral format, be flexible and responsive as demands change, work independently and be a positive team member.
- Ability to work the required hours of the position.
- Ability to work efficiently and effectively in a call center work environment.



Technological Skills:

Working knowledge of Windows and Microsoft Office Suite.

Physical Demands: *The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Over 75% of the time is sitting, hearing (listening), using near vision activities and medium handling.
- 15% of the time is spent low-level lifting (10 pounds or less) and keyboarding.
- 10% of the time is spent walking, sitting, low carrying, low pushing/pulling activities and low handling.
- In unusual or non-routine situations, this position may be required to stoop, reach, low to medium lifting (20-40 pounds), and high pushing/pulling.

Special Requirements:

- Valid Wisconsin driver's license and ability to drive a vehicle.
- Must complete DWD training and complete certification standards for Economic Support. This may require attending training out of the area, the ability to drive a vehicle and the use of the Internet.
- Responsible for maintaining ongoing training requirements.

Work Environment: *The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Over 75% of the time is spent inside.
- In some instances, this position may be at risk of verbal and/or physical attack or injury from clients.
- In unusual circumstance, there may be temperature changes, noxious odors and poor ventilation.

Langlade County is an Equal Opportunity Provider/Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee's Signature

Date