

FOREST COUNTY DEPARTMENT OF SOCIAL SERVICES
Position Description

Position Title: Economic Support Assistant - Call Center Anywhere
Reports to: Department of Social Service Agency Director
FLSA Status: Nonexempt
County Status: LTE Employee – (40 Hour Work Week)
Pay Grade/Pay Structure: \$20.02 per hour 2024 Wage Tier Applies

I. Position Summary:

Performs duties within the Social Services Department, principally the Economic Support Unit. The procedures of this office are governed by Wisconsin State Statute, Administrative Rules and other specific program policies and procedures. Performs other duties as required.

II. Essential Functions and Primary Duties:

- Staffs the Northern Income Maintenance Consortium for seven (7) hours each scheduled work day.
- Administers, takes applications for, and determines eligibility for W2 and Income Maintenance programs, Food Stamps or Medical Assistance or Child Day Care, General Relief, and Fuel Assistance in accordance with all Federal, State and County laws, rules, and policies.
- Acts as Resource Specialist in conducting preliminary assessments of potential applicants' financial, employment and social needs and explores alternative sources of assistance in meeting needs.
- Determines need for emergency benefits as required.
- Conduct interactive telephone interviews and data entry into CARES.
- Interviewing applicants of assistance for Medical Assistance (and related programs) and food stamps, verification of birth dates, social security numbers, income and assets and all other items required for determination of eligibility.
- Perform ongoing review of pertinent case information and monitors any changes on the various state computer systems.
- Secures and provides verification of data that supports eligibility determination including Front-end Verification and Investigation as required.
- Work with Call Center Anywhere software, while working on the Northern Income Maintenance Consortium's Call Center.
- Respond to questions and complaints from applicants/recipients in a timely manner.
- Answer questions about assistance programs, eligibility requirements, application procedures, fair hearing, etc. for applicants/recipients.
- Collects evidence of possible fraud and makes referrals to Fraud Investigator as required.
- Represents agency in legal proceedings and gives necessary testimony.
- Completes all necessary records and reports including maintaining program manuals. Researches, interprets and explains Federal, State, and local policies governing eligibility, legal rights and responsibilities of applicants and participant, including providing necessary information about client grievance procedures.
- Perform related duties and tasks as assigned by the Agency Director.

III. Additional Responsibilities

- Makes appropriate referrals to outside agencies, as necessary.
- Attend training sessions as required by the State of Wisconsin and update manuals when appropriate.

IV. Supervision

Receives direct supervision from the Agency Director who will spot check work for completeness, conformance with established policies and effective accomplishment. Daily schedule is developed by the Northern I.M. Consortium.

V. Physical Demands and Work Environment

The physical demands and work environment characteristics 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.

While performing the duties of this job, the employee is regularly required to engage in conversation and is required to speak and listen. The employee is frequently required to sit and use hands to grasp and place objects. The employee is occasionally required to walk and taste or smell. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, color vision and ability to adjust focus. Employee will have limited contact with the public.

VI. Minimum Qualifications

Education: A high school diploma or equivalency is required.

Experience: Two years' experience as an Economic Support Assistant, or in a position with similar tasks; Successful completion of State required training under Department of Workforce Development Administrative Rule 217; or equivalent combination of education and experience. Previous experience using office terminology and procedures. Understanding of state laws pertaining to the operation of the Social Services Department.

Skills, Knowledge and Abilities: Possess excellent written and verbal communication skills. Communicate in a courteous and informative manner to maintain good public relations. Working knowledge of personal computers and above average keyboarding skills. Possess the ability to make decisions in accordance with laws, regulations, policies and established procedures.

Licenses and Certifications: Must possess and maintain a valid Wisconsin Driver's License, a reliable, insured vehicle, and maintain minimum county insurance requirements.

Forest County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act the county will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective employees and incumbents to discuss

potential accommodations with the employer.

THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.

Approvals:

Department Head: _____ Date: _____