



Winnebago County

The Wave of the Future

**JOB POSTING
PROJECT POSITION**

POSITION TITLE: Economic Support Specialist I

LOCATION: Human Services

HIRING RANGE: \$19.45-\$21.64/Hr.

STATUS: Full time

HOURS PER WEEK: 40

WORK HOURS: 8:00 AM – 4:30 PM Fully remote

APPLICATION DEADLINE: Recruitment will be ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

**WINNEBAGO COUNTY
POSITION DESCRIPTION**

February 2023

POSITION TITLE: Economic Support Specialist I Project
Economic Support Specialist II Project

DEPARTMENT: Human Services – Economic Support Services-
Fully remote

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

This position will be funded by all counties in the East Central Income Maintenance Partnership (Calumet, Green Lake, Kewaunee, Manitowoc, Marquette, Outagamie, Waupaca, Waushara and Winnebago) and the primary responsibility will be to answer calls in the Call Center.

Determine eligibility for government programs, including FoodShare, Healthcare and Childcare assistance. Processes applications, documents and changes accurately and quickly. Staffs a busy call center and processes the information while on the phone. An intensive training program is provided.

ESSENTIAL FUNCTIONS:

1. Takes calls from customers in the Call Center to answer questions and performs all case eligibility functions necessary for each call.

2. Processes new applications for assistance and completes renewals, changes, program requests, and data matches for ongoing cases for the purposes of re-determining eligibility.
3. Analyzes and processes documents received and follows up with sources as needed. Completes processing utilizing the most current state, federal and local policies.

ADDITIONAL ESSENTIAL DUTIES:

1. Follows up on third party information regarding potential fraud or other errors.
2. Navigates several computer systems necessary to find or enter data for cases.
3. Knowledgeable in community resources.
4. Provides back up for staff who are out of the office.
5. Remains current in necessary training.
6. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Division Manager – Economic Support and Economic Support Supervisor.
2. Works with Economic Support consumers throughout the East Central consortium area, other Human Services divisions, and other agencies such as W2, FSET, and Child Support.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High School diploma or equivalent.
2. At least two years' work experience, preferably in a call center or customer service function.
3. The Economic Support Specialist II position requires completion of state training, demonstrated ability to handle a normal case load, and at least two years' work experience as an Economic Support Specialist I with Winnebago County or a directly comparable position in another Wisconsin county.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Must complete state training and complete certification standards for economic support specialists as required by state statutes. This training is mainly by computer, but may require travel within the state.
2. Strong computer skills and ability to learn to use new software quickly.
3. Ability to provide excellent customer service by phone, in writing and in person to internal and external customers.
4. A high degree of accuracy and attention to detail.
5. Ability to understand and explain math, budgets, and how the benefits are determined.
6. Ability to use a computer to do data entry on a daily basis at 30 wpm.
7. Ability to be flexible to the needs of the clients and the agency.
8. Working knowledge and understanding of Trauma Informed Care preferred.
9. Must have the capacity to freely move in the community (such as through possession of a valid driver's license or other means) including access to a vehicle.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other County departments and locations.