



JOB POSTING

POSITION TITLE: Economic Support Supervisor

LOCATION: Human Services - Neenah

HIRING RANGE: \$72,133 - \$80,149/Yr. (2024)
\$73,576 - \$81,752/Yr. (2025)

STATUS: Full Time

HOURS PER WEEK: 40

WORK HOURS: 8 am – 4:30 pm

APPLICATION DEADLINE: 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**
October 2024

POSITION TITLE: Economic Support Supervisor

DEPARTMENT: Human Services – Economic Support Services

PAY BASIS: Salaried

PURPOSE AND SUMMARY:

Supervise Economic Support Staff to ensure excellent customer service and accurate and timely public assistance benefits to consumers.

ESSENTIAL FUNCTIONS:

1. Update staff on policy changes and procedures and ensure staff are following through in order to meet performance standards and provide good customer service.

2. Act as a liaison between Economic Support and other Human Services divisions and community organizations to ensure that shared customers receive the most appropriate services.
3. Organizes, distributes, and delegates work to subordinates fairly and impartially. Provides clear and appropriate direction to employees. Provides training and coaching to subordinates. Ensures that staff has the resources and flexibility to perform, improve, and learn in their jobs. Keeps open communication with subordinates, listens to them, and provides feedback. Positively motivates, mentors, and leads employees. Provides appropriate and timely performance evaluations for all subordinates.

ADDITIONAL ESSENTIAL DUTIES:

1. Handles client complaints and closely supervises staff dealing with problem situations to ensure efficient and accurate work of assigned staff.
2. Reviews and approves or denies child support good cause, FoodShare vault cards, and staff travel vouchers.
3. Addresses and resolves conflict and manages stress in a professional manner, including actively engaging in professional and personal activities which help mitigate the impact of secondary traumatic stress.
4. Speaks to outside community groups, reports to various governmental bodies, answers client questions and serves on various advisory committees.
5. Prepares various statistical and financial reports and makes preliminary recommendations for the preparation of agency budgets.
6. Obtains necessary security clearance for various state programs in order for staff to complete their duties.
7. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to Economic Support Division Manager.
2. Supervises Economic Support Specialists and Administrative Associate II.
3. Works with Economic Support Management in Income Maintenance Consortium, Community Human Service agencies, and Economic Support consumers in need of problem resolution.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. Bachelors Degree or equivalent experience in Human Services Administration (or related field) required; supervisory and related experience preferred; any combination of training and experience which provides the required knowledge, skills and abilities.
2. Knowledge of staff management, training, supervision and evaluation techniques and procedures.
3. Possess current valid driver's license and access to a vehicle to perform required work duties.
4. Must provide evidence of meeting or exceeding the minimum automobile liability insurance requirements contained in the Winnebago County Travel Ordinance.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to initiate and monitor administrative procedures and programs and to evaluate their effectiveness.
2. Knowledge of federal, state and local Income Maintenance policies and procedures.
3. Ability to coordinate staff work flow and to handle complaints and case problems.
4. Strong written and verbal communication skills including listening skills.
5. Computer skills including facility with Microsoft Office applications and ability to learn and use software.
6. Ability to establish and maintain effective working relationships with employees and the general public.
7. Ability to effectively address and resolve conflict and to manage stress in a professional manner.

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.