



IOWA COUNTY POSITION DESCRIPTION

JOB TITLE: Economic Support Specialist			
DEPARTMENT / SECTION: Health & Human Services		DATE REVIEWED: May 2026	
TITLE OF IMMEDIATE SUPERVISOR: Economic Support Manager		GRADE: G	
JOB SUMMARY: The Economic Support Specialist is responsible for determining eligibility, providing comprehensive case management, and customer support services for individuals and families applying for or receiving public assistance benefits. Operating under mandated State of Wisconsin and Federal Government guidelines, this role ensures the accurate administration of vital community benefits, including Medical Assistance, BadgerCare, FoodShare, Wisconsin Shares Childcare and Caretaker Supplement.			
TASK NO.	DESCRIPTION	FREQUENCY	BAND/ GRADE
1	Cooperate effectively within a team-focused, task-driven performance system with seven other counties in the Southern Consortium, which include counties from: Crawford, Grant, Green, Iowa, Lafayette, Jefferson, and Rock Counties per contracts with the State of Wisconsin.		
2	Follow policy and procedures as stated in the Southern Consortium Call Center Process Guide, processes from the County, and regulations from the State and Federal governments, while maintaining a high standard of customer service.		
3	Function efficiently within a high-volume call center -providing case management services, answering questions, providing case status updates, processing reported changes, troubleshooting eligibility problems, responding to emergency needs, processing verifications, re-determining eligibility and benefit amounts, and making referrals to other department and community services.		
4	Establish efficient, professional relations with customers of diverse backgrounds, demographics, circumstances, cognitive levels, and financial positions while using skills of cultural competency, diversity, and inclusivity. Ability to use Language Line interpreter services to receive/relay accurate information.		
5	Ability to understand and follow HIPAA and Income Maintenance		

	confidentiality rules.		
6	Practice de-escalation techniques and trauma-informed care principles to effectively work with individuals who may be hostile, non-cooperative, or evasive both on the phone and in person.		
7	Provide intake and ongoing case management and eligibility via telephone, in person, online, mail/fax to assess current situation, gather information, examine available resources, explain program requirements, collateral investigations and answer questions.		
8	Navigate various state and local computer systems Genesys, Cares Worker Web (CWW), Client Assistance for Re-employment and Economic Support (CARES), Forward Health Portal, Electronic Case File (ECF), Childcare Statewide Administration on the Web (CSAW), Alien Verification System (SAVE), Benefit Recovery Investigation Tracking System (BRITS), and Child Support (KIDS). Other systems used to verify information include Kelley Blue Book, NADA, Department of Motor Vehicle, Jail Rosters, Department of Corrections website, Cornerstone Training, Learning Center, GIS Tax Database, and ACCESS.		
9	Maintain accurate and well-documented case files. Effectively utilize case management tools and enter timely, detailed case comments after each client interaction.		
10	Provide Lobby Services by assisting customers to complete forms, provide program information, obtain/review necessary documentation, and any other lobby services as needed.		
11	Resolve discrepancies by researching available data, contacting external partners, interviewing clients, and requesting verifications.		
12	Independently seek out policy changes, Operations Memorandums, program handbooks and CWW process changes for Income Maintenance Programs.		
13	Complete research, prepare written summaries, and appear as the Agency representative at Administrative Hearings and Fair Hearings related to the denial, termination, or reduction of economic assistance.		
14	Analyze application and recertification identified as error prone as part of a front-end verification process and investigate complaints and fraud allegations received from the Office of Inspector General (OIG), outside agencies, and the public.		
15	Create and maintain authorizations to childcare providers, enter attendance hours and make payment adjustments.		
16	Complete annual training requirements mandated by the state including but not limited to 12 hours of professional development, cultural competency, civil rights, Social Security training, HIPAA, and other training sessions.		
17	Provide quality customer service including, responding timely to emails and voicemails from customers, co-workers, and community partner		

	agencies.		
18	Must demonstrate regular and dependable attendance.		
	<u>Demonstrated Experience and Skills Required.</u> • Ability to communicate effectively. • Ability to work independently and/or within a team-based environment. • Exercise organizational & prioritization skills to adhere to program timelines. • Experienced with critical thinking skills and troubleshooting effectively. • Comfortable with establishing and maintaining effective working relationships with clients, families, community agencies, county staff, governmental agencies, contract staff, medical professionals, and the general public. • Capable of interpreting, analyzing, and applying federal, state, and local laws, regulations, policies, and procedures regarding economic assistance programs. • Ability to demonstrate proficiency working with personal computers, including Microsoft Suite, web-based programs, Genesys contact center platform, video conferencing software, and other Income Maintenance systems. • Access to dependable transportation to transport self to and from required meetings, or appointments that occur outside of the Iowa County Department of Social Services.		
	<u>Minimum Qualifications</u> • High School Diploma/GED required. • Associate degree, Technical Degree, or two years of education from an accredited college or university with major coursework of business or social sciences or have successfully completed the State mandatory training for an Economic Support Specialist.		
	<u>Conditions of Employment</u> Working Environment: • A typical working environment is in a non-smoking, temperature-controlled, private office. Telework may be considered upon successful completion of training and after one year of employment. Physical Requirements: • Ability to operate office equipment such as multi-line telephones, copiers, facsimile machines, typewriters, personal computers, calculators, etc. • Able to work in sedentary to light work activity, typically involving some combination of sitting, standing, stooping, kneeling, crouching, lifting, carrying, pushing, and pulling, and stair climbing.		

DATE: _____

EMPLOYEE SIGNATURE: _____

DATE: _____

DEPARTMENT HEAD SIGNATURE: _____

DATE: _____

COUNTY ADMINISTRATOR APPROVAL: _____