

**JOB OPENING (JOB CODE: WW001)**

**[JOB TITLE:] Quality Assurance Specialist**

**[SALARY BASE:] \$35,318/annual**

**[CONTACT:] Human Resources Dept. 2701 S. Chase Avenue. Milwaukee, WI 53207**

**[LOCATION:] Milwaukee**

**[STATUS:] Full Time [TERM:] Regular**

**[CLOSING DATE:] Until filled**

**[APPLICATION DEADLINE:] Until Filled**

**[NUMBER OF OPENINGS:] 1**

**[JOB TYPE:] Internal/External**

**[SUMMARY:]**

Under the direct supervision of Quality Assurance Supervisor, the Quality Assurance Specialist will be responsible for assisting in the on-going monitoring of Job Center programs and other quality assurance driven audits and projects as assigned.

**[JOB DUTIES:]**

- 1) Assist with the implementation of quality assurance practices designed to monitor program compliance, performance outcomes, integrity and accurate benefit issuance.
- 2) Maintain knowledge and proficiency of CARES, CWW, ECF, EATS, BRITS, KIDS and WEBI data analysis and reporting, and W-2 program policy.
- 3) Assist with the development of written policy and procedures related to all aspects of W-2 and Related Programs.
- 4) Assist with developing and facilitating training to staff.
- 5) Prepare data-driven reports and develop tools to assist program staff members in complying with W-2/EA policy and improving program integrity. Assist with monitoring and compliance of W-2 work participation rate.
- 6) Serve as liaison for all fraud related activities, including tracking fraud investigations and IPVs, entry of overpayments into the Benefit Recovery Subsystem.
- 7) Testify at court/administrative hearings regarding investigations, intentional program violations, and overpayments.
- 8) Serve as a liaison for Fact Finding requests, including tracking and monitoring compliance.
- 9) Assist with monitoring IEVS/Data Exchange matches, ECF Eligibility audits, appropriate case closures, appropriate program eligibility, Federal Clock Ticks, W-2 extensions, and TANF work participation rate.
- 10) Participate in state/local workgroups and special initiatives.
- 11) Perform quality assurance/improvement monitoring of staff, identify deficiencies and provide recommendations on corrective action plans.
- 12) Prepare daily, weekly, monthly and quarterly reports for monitoring program compliance, analyzing trends and providing instruction for correcting case errors.
- 13) Work in collaboration with local government office representatives, legal action, and state office DCF to address complaints made by program participants.
- 14) Perform CARES security functions related to staff member access.
- 15) Attend meetings, conferences and workshops, and perform special projects and other related duties as assigned.

**[QUALIFICATIONS:]**

- 1) High School diploma or equivalent supplemented by two years of post-secondary coursework.
- 2) Minimum of two years of experience working with data systems. Active FEP certification preferred.
- 3) Demonstrated working knowledge of and proficiency using computer programs such as Microsoft Office Suite (version 2010 or higher), including Word, Excel, Outlook, etc., and experience with CARES, ECF, CWW, BRITS, EATS, WEBI and KIDS.
- 4) Able to enter data quickly with high level of accuracy within established/required timeframes.
- 5) Ability to utilize computer technology to manage and filter data, maintain accurate records and generate reports pertinent to W-2 and Related Programs for analyzing program performance and service delivery
- 6) Demonstrated experience with, and knowledge of, W-2 and Income Maintenance programs and strong ability to analyze complicated data related to such programs.
- 7) Experience analyzing systems, identifying systematic weaknesses, recommending quality improvement strategies, and recommending concrete solutions to enhance service delivery and agency performance.
- 8) Strong written and oral communication skills with demonstrated ability to interact with individuals from diverse socio-economic backgrounds and colleagues from all levels of the organization.
- 9) Demonstrated strong organizational and time management skills with the ability to perform comfortably in a fast-paced, deadline-oriented work environment, and successfully execute multiple projects at one time.
- 10) Valid driver's license, reliable transportation and insurance and able to travel and work irregular hours.

**CONDITION OF EMPLOYMENT:**

None

**WORK ENVIRONMENT**

The 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 will be considered to enable individuals with disabilities to perform the essential functions.

*Tools & Equipment Used:* a) phone system, computer system; b) fax machine, copy machine, calculator; c) first aid equipment, fire extinguisher. Usage varies by position.

[CLICK HERE TO APPLY FOR THIS JOB.](#)

*Equal Opportunity Affirmative Action Employer*

**08/04/21**