

JOB OPENING (JOB CODE: WW001)

[JOB TITLE:] Emergency Assistance Resource Specialist

[SALARY BASE:] \$15.74/hour

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

[LOCATION:] Milwaukee, WI

[STATUS:] Full Time

[TERM:] Regular

[CLOSING DATE:] Until Filled

[APPLICATION DEADLINE:] Until Filled

[NUMBER OF OPENINGS:] 2

[JOB TYPE:] Internal/External

[SUMMARY:]

Under the direct supervision of the Customer Support/QA Manager, the Emergency Assistance Resource Specialist is responsible for providing W-2 and Related Programs applicants, the general public, internal staff and community agencies information on available community resources, programs and services; conducting initial, comprehensive interviews for Emergency Assistance (EA), reception customer support, processing EA applications and determining EA program eligibility

[JOB DUTIES:]

1. Serve as the initial point of contact for incoming Job Center traffic on behalf of UMOS and co-located partner agencies.
2. Understand and respond clearly to Job Center and agency staff, and visitor requests, by phone or in-person, with diplomacy and professionalism in a timely fashion; work to diffuse angry customers, communicating effectively to resolve issues.
3. Schedule appointments for UMOS program applicants/participants to meet with staff members and/or provide direction to contact appropriate partner agency staff or other community resources.
4. Troubleshoot general case issues related to UMOS workforce development programs, gather data from customers, directing them appropriately.
5. Perform CWW queries and enter case comments to ensure Job Center visits are documented.
6. Assist with the ordering, monitoring, accounting and distributing transportation assistance to UMOS program participants.
7. Assist with releasing checks, vouchers and/or gift cards as needed.
8. Conduct EA one-on-one application interviews and review requirements with applicants to determine eligibility for EA.
9. Informally assess EA/W-2 applicants' immediate needs and connect to appropriate services and/or programs to address those needs.
10. Maintain detailed knowledge of W-2 and EA program policies governing eligibility, policy compliance, and legal rights and responsibilities to applicants, including providing necessary information about complaint procedures.
11. Review and verify financial and non-financial eligibility documentation/verification and make EA eligibility determinations within required timeframes.
12. Maintain knowledge of housing and emergency public assistance resources within the community.
13. Refer applicants to appropriate community services (e.g., food pantries, housing/shelter services, childcare services, etc.).
14. Calculate EA benefits and coordinate the distribution of EA checks accurately and timely.
15. Assist with the preparation of EA/W-2 reports for management and accounting units.
16. Enter all required data into WWP within required timeframes.
17. Document all EA application/case interactions into WWP, collect application documentation/ verification; and submit to Electronic Case File (ECF) scanning within required timeframes.
18. Provide UMOS staff members and Job Center partners as well as community agencies with detailed overview of all UMOS and Job Center program services.

19. Attend meetings, trainings, conferences and workshops, as assigned.
20. Comply with EA audit request within the required timeframe (e.g., update case information in WWP, scan documents to ECF, respond to all items that require updates on auditing reports.
21. Use the Language Line to assist clients as needed and provide monthly updates on Language Line usage to management.
22. Assist walk in clients with applying for services online.
23. Perform other duties request by supervisor/manager, as assigned.

[QUALIFICATIONS:]

1. Minimum of a High School Diploma (or equivalent) supplemented by either one year of post-secondary education, or equivalent related training.
2. Minimum one year of experience in customer service delivery to low-income and/or disadvantaged populations.
3. Demonstrated ability to speak clearly, pleasantly and courteously; must possess good listening/comprehension skills and have the ability to prescreen applicants and to digest program facts and interpret them to visitors and applicants for services.
4. Demonstrated ability to record data and professionally deliver messages/written communications successfully to other program staff members; ability to communicate effectively with all levels of staff and management in writing and verbally.
5. Able to demonstrate through education and experience knowledge of customer service practices; ability to track participant needs and issue benefits; knowledge of public assistance program policies and procedures; navigation of complex service delivery systems; problem solving experience; experience working with community support agencies.
6. Ability and experience using sound interviewing techniques; performing basic household budgeting and maintaining customer confidentiality.
7. Skill in conflict resolution and problem solving in individual or group settings.
8. Ability to work independently within established policies, procedures, and guidelines.
9. Ability to work in a demanding, fast-paced environment and respond to customer needs with respect and diplomacy
10. Bilingual in Spanish - verbal and written form PREFERRED.
11. 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 ECF, CWW, WWP and database systems in general. EATS experience preferred.
12. Able to enter data quickly with high level of accuracy within established/required timeframes.
13. Must be able to travel and work irregular hours.

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09/24/21