



*Building Better Futures*

## **Lead Quality Assurance Intake Specialist**

**JOB CODE: EM009**

**Schedule: Full Time**

**Work Status: Regular**

**Salary: Competitive wage, based on experience**

**Location: 2701 Chase Avenue, Milwaukee, WI 53207**

### **We Invite You to Join UMOs' Diverse & Dedicated Team**

Are you a motivated, results-oriented candidate seeking to put your talents, skills, and experience to work as part of a mission-driven, customer-focused organization? If so, we invite you to join UMOs' diverse and dedicated team of over 1,000 professionals making a positive difference across more than 60 offices in seven states. Whether you are passionate about facilitating early childhood development; providing training and career planning for a parent; aiding a farmworker in accessing basic needs and new opportunities; educating at-risk individuals in HIV prevention; or supporting those fleeing domestic violence or human trafficking, UMOs is the place where you can fulfill your passion for helping families, businesses, and communities build better futures.

#### **Benefits**

To support its team members, UMOs offers highly competitive compensation as well as a benefits package including:

- Paid time off that increases over your years of service
- 12 paid holidays annually
- A robust range of insurance covering health, dental, vision, life, short- and long-term disability, and accidental death & dismemberment
- The options to establish either a Health Savings Account or Flexible Spending Account, which can be used to cover deductibles, prescriptions, and other healthcare expenses
- A variety of support services to promote well-being through the employee assistance program
- Retirement plan options, including 401(k) and Roth IRA, allowing you to make pre-tax or after-tax contributions. For those participating in the 401(k) Retirement Plan, UMOs annually contributes at least 3% of employees' eligible compensation

## **Advancement**

In addition, UMOs offers opportunities for advancement. In fact, a number of the senior management, including Lupe Martinez, President & CEO, were promoted from within the organization.

## **Diversity & Equal Opportunity**

UMOS is proud to be an Equal Opportunity Employer, and encourages qualified candidates of all backgrounds to apply, irrespective of race, ethnicity, color, religion, sex, national origin, sexual orientation, marital status, disability, age, parental status, and military service, or any other status protected by federal, state, or local law. In fact, 78% of senior management positions are held by people of color and women.

## **If you love process improvement, systems, and have an eye for detail this is the perfect opportunity for you!**

In this role, you will be responsible for developing a tracking/monitoring system that will assess individual/team and agency progress towards meeting regulatory, funding source and program requirements. Will develop and/or implement Dash reports from Key Performance Indicators and identify areas of concern. Will assist in creating and/or implementing training and technical assistance plans to provide support to program staff in implementing WHEAP (Wisconsin Home Energy Assistance Program) services and objectives.

## **Primary Responsibilities:**

1. Responsible for the development, implementation, and maintenance of a comprehensive quality assurance system for WHEAP Program.
2. Assess the various monitoring tools and when necessary, create effective quality assurance tools to evaluate and assess staff training needs that will lead to individual and team performance benchmark settings.
3. Work closely with Quality Assurance staff and the review of monitoring instruments to identify trends and develop action plans with the assistance of the program Managers and Supervisors.
4. Develop program improvement plans with input and feedback from Managers and/or Supervisors in WHEAP service areas.
5. Work with program staff to analyze, interpret, and develop procedures in the implementation of state & federal policies and procedures to Program Manager/Supervisor.
6. Responsible for tracking weekly, monthly and quarterly performance of employees and agency based on established performance goals; produce monthly and quarterly reports demonstrating employee and agency performance based on reports from established QA metrics and KPIs (Key Performance Indicator).
7. Participate in “clean-up” systems projects or large scale systems-related errors
8. Conduct Quality Assurance program audits and make written recommendations to management based on the audit findings.
9. Provide efficient QA monitoring on, interactive and non-interactive intake services for the WHEAP by phone, face-to-face or by mail applications processed by Energy team to determine program eligibility.

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10. Conduct QA monitoring of verification of earned and unearned income, including wages, child support, TANF, Social Security, Unemployment Insurance, etc.
11. Monitor efficient entering program applications into the WHEAP electronic data system timely and accurately by Energy team.
12. Answer phones, schedule appointments, and provide program information to WHEAP team.
13. Provide quick, pro-active response to ensure correct compliance, and completion of applications; as well as adherence to written crisis policy by WHEAP team.
14. Participate in program awareness events held throughout the community.
15. Be on call periodically to no-heat calls issued by 211 after hours and/or weekends.
16. Provide Policy support to intake workers, lead WHEAP team Administrative staff is not available.
17. Represent WHEAP team in workgroup meetings with Milwaukee Team.
18. Participate in Fair Hearing with State, County and Client as necessary.

### **Qualifications:**

1. High School diploma or equivalency and 2 years of college course work or AA
2. Two years' experience in lead and/or supervisory position with case management or any equivalent combination of training and experience, which would provide the following knowledge, skills and abilities.
3. Strong interpersonal and communication skills
4. Willing to travel and work irregular/flexible hours including on call evening hours.
5. Able to communicate in both English/Spanish. PREFERRED
6. Excellent communication (both written and verbal) and organization skills
7. Strong computer skills and proficiency in Microsoft Office products (word, excel, Outlook, PowerPoint, Access, etc.)
8. Must have a car, valid driver's license and adequate auto insurance.

[CLICK HERE TO APPLY FOR THIS JOB. \(Use Job Code EM009\)](#)

*UMOS is an equal opportunity Affirmative Action employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*