

## **Emergency Assistance Resource Specialist (W-2)- Milwaukee, WI**

**JOB CODE: WW001**

**Schedule: Full Time**

**Work Status: Regular-Hourly**

**Salary: \$15.74- \$19.67 based on experience**

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

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

**Earn up to \$3,000 in incentive pay during your first year of employment!**

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.

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### **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 are 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

## **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.

**Are you motivated and result driven while providing resources to our applicants, community partners with excellent communication and customer service skills? If so, we have an outstanding opportunity available!**

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

## **Primary Responsibilities:**

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.  
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.
3. Troubleshoot general case issues related to UMOS workforce development programs, gather data from customers, directing them appropriately.
4. 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
5. Assist with releasing checks, vouchers and/or gift cards as needed.
6. Conduct EA one-on-one application interviews and review requirements with applicants to determine eligibility for EA.
7. Informally assess EA/W-2 applicants' immediate needs and connect to appropriate services and/or programs to address those needs.
8. 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.
9. Review and verify financial and non-financial eligibility documentation/verification and make EA eligibility determinations within required timeframes.

## **Qualifications:**

1. Bachelor's degree or three years of vocational experience in the areas of Social Work, Quantitative and Qualitative data analysis, marketing, contract monitoring in non-profit organizations and/or local workforce governmental entities.
2. Three or more years of professional experience, knowledge of case management, employer marketing, job development and job placement.
3. Demonstrated ability to monitor/document progress, communicate progress to program staff, develop community support and linkages, and demonstrated general knowledge of public assistance programs policies.
4. Must possess strong written and oral communication and presentation skills and the ability to meet agency goals.
5. Working knowledge of/experience with computer programs such as word processing, spreadsheets, and data tracking systems.
6. Must possess awareness, knowledge, and sensitivity to socioeconomic and culturally diverse backgrounds of the target populations served.
7. Ability to work in a demanding, fast-paced environment.
8. Demonstrated working knowledge of and experience using computer programs such as Microsoft Office Suite (version 2007 or higher), including Word, Excel, Outlook, etc., CARES experience preferred.
9. Must have a car, possess a valid Wisconsin driver's license and adequate auto liability insurance and be able to travel and work irregular hours.

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*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.*