

2019 PROGRAM SPECIFICATION
PIE

PROGRAM #: 620

STANDARD PROGRAM: Economic Support Division Clerk

TARGET POP: Low Income

YEAR: 2019

UNITS: Actuals

CLIENTS: N/A

ALLOCATION: TBD

UNIT DEFINITION: Actual Expenses

GEOGRAPHICAL AREA TO BE SERVED: Racine County

DAYS/HRS OF SERVICE AVAILABILITY: Monday-Friday, 8:00-5:00

MINIMUM STANDARDS:

Provider must agree to comply with the following terms and conditions:

- Standard contract language
- Certification standards where applicable
- Fiscal and program reporting criteria
- Allowable Cost Policy
- Audit criteria
- Policies and procedures as defined in Racine County Human Services Department Contract Administration Manual
- Maintain adequate liability coverage
- Civil Rights/Affirmative Action Policies
- Criminal background checks for staff
- Drug screening, driver's license checks and reference checks
- Human Resources Condensed Policy Manual for Student Interns, Volunteers, Temporary Agency and Contracted Staff.
- Payment of all wages, payroll taxes, worker's compensation, social security, federal and state unemployment insurance and any and all other federal and state taxes relating to the staff
- Fair Labor Standards Act
- Withholding payroll taxes, paying unemployment insurance, worker's compensation and social security contributions
- Complete performance evaluations and discipline and maintain employment records
- Recognize that authorization for services is approved by Racine County Human Services Department.
- All informational materials (program descriptions, brochures, posters, etc.) must identify it as a RCHSD program through the use of a standardized RCHSD format provided by Racine County.
- The program must be identified as a RCHSD program in all public presentations and media contacts/interviews.
- All Provider external vacancies shall be advertised on JobCenterofWisconsin.com and Indeed.com

PROGRAM DESCRIPTION:

Economic Support Division Clerk
2 - .75 FTE

Basic Function

To provide administrative and clerical support for the Economic Support Division.

Essential Duties

1. Generate correspondence and reports on a variety of applications.
2. Retrieve applicant information from databases and update accordingly.
3. Schedule applicants utilizing division's database and other computer programming.
4. Coordinate with Economic Support workers' on appointments and applicant status
5. Perform other duties as assigned.

Supervision Received

Receives supervision from Economic Support Supervisor

Qualifications

Education and Experience

- High school diploma or GED
- Work experience utilizing a personal computer and Microsoft Office
- Prompt and regular attendance

Knowledge, Skills and Abilities

- Basic knowledge of office equipment operation: copy, fax, printers, scanners
- Must have good oral and written communication skills
- Required computer skills include: Word, Excel, Access
- Good customer service skills
- Must possess ability to communicate with clients and employees
- Must understand or learn importance of managing confidential records with staff, clients and co-workers
- Must be a fast learner
- Must be able to work independently with minimal supervision

EVALUATION OUTCOMES:

1. 100% of referred candidates will meet minimum qualifications per the job description provided by Racine County.
2. 90% of vacancies will be filled within 60 days of initial posting.
3. 90% of employees will maintain a position within Racine County for the calendar year, maximizing employee retention.

An Evaluation Outcome Report must be submitted to Racine County HSD Contract Compliance Monitor by 2/1/20.