



**Claims Specialist**  
**(Job Number 1825141)**

**Employer:** WORKFORCE RESOURCE, INC

401 TECHNOLOGY DRIVE  
 EAST  
 SUITE 100  
 MENOMONIE, WI 54751  
[www.workforceresource.org](http://www.workforceresource.org)

**Work Site:** Dunn County  
 401 Technology Drive East  
 Suite 100  
 Menomonie, WI 54751  
 Such other opportunities that may become available within the West Central Wisconsin Workforce Development area and Workforce Resource's geographic service area.

**On Bus Route?** No

**Pay:** \$15.49 Per Hour Minimum, Based on Experience

**Duration/Usual Hours Per Week:** Full-Time, 40 Hours Per Week Minimum

**Shift/Work Days:** First Shift.  
 Monday-Friday.

**Number of Openings:** 1

**Minimum Requirements of Employer:**

**Education:** Associate Degree Desired  
 Administrative Assistant Degree or equivalent experience preferred.

**Professional Licenses / Certifications:** No Licenses or Certifications Requested

**Vehicle:** Required, Mileage reimbursement available.

**Drivers License:**

**Type:**

Endorsements:	Class D - Regular (Auto, Light Truck, Moped) Required
Age:	No Endorsement Requested
Experience / Qualifications:	18 or older Required Attention to detail; strong computer skills; strong verbal and written communication skills; strong organizational skills; strong internal and external customer service skills; ability to keep accurate records; ability to travel. Ability to maintain a dependable attendance record; maintain confidentiality and perform assigned tasks efficiently and accurately. ** This individual will need to complete a Resource Specialist Curriculum provided by the Wisconsin Partner Training Section within one month of hire and keep current on any required continuing education credits.**
	Background check required. Notice for Job Seekers

### Duties and Responsibilities of the Job:

This position functions to collect documentation and verification of client employment so WRI can secure performance outcome claims for payment, primarily for the Wisconsin Works program.

- I. Utilizing agency and state issued reports to determine which individuals have entered employment and acting to secure claims as benchmark dates come up.
- II. Contacting employers via phone, mail, email, in person and using approved forms, or documentation such as pay stubs, to verify such items as start date, hourly wage, hours, etc., for specified periods of time. May also need to contact program participants to clarify employment details.
- III. Utilizing employment verification services such as Work Number/Equifax to confirm employment information if other resources are not sufficient.
- IV. Completing employment verifications accurately and timely.
- V. Submitting Performance Outcome Payment claims to the State of Wisconsin utilizing the Client Assistance for Reemployment and Economic Support (CARES) system. May also utilize query functions in the CARES Worker Web.
- VI. Monitoring State issued reports such as WeBI to track a process of validating our submissions, providing additional information when claims are challenged and need to be appealed.
- VII. Assisting Case Managers and other staff as needed to verify job search contacts made by program participants.
- VIII. Other data collection and entry duties as needed by the agency.
- IX. May perform duties similar to the above as needed for the Wisconsin Food Share Employment and Training Program.

X. Maintains directives and strategies developed by Workforce Resource and the Workforce Development Board.

### Benefits:

Insurance:	Health Insurance, Dental Insurance, Life Insurance, Disability Insurance
Leave and Holidays:	Sick Leave, Vacation
Retirement & Financial:	403B Plan, Flexible Spending Accounts (Dependent & Medical)

### Company Profile:

Workforce Resource, Inc. (WRI) has operated workforce development programs through job centers serving each of the nine West Central Wisconsin Workforce Development Area counties (Barron, Chippewa, Clark, Dunn, Eau Claire, Pepin, Pierce, Polk and St. Croix) since 1983. In 2013, Workforce Resource was designated as the W2 (Wisconsin Works) program operator for the 16 county Northwest Wisconsin W2 region which added 8 northern counties (Ashland, Bayfield, Burnett, Douglas, Iron, Rusk, Sawyer, Washburn) to its service territory with service centers strategically located to serve the W2 eligible population in those counties. WRI was designed as the Food Share Employment and Training Program Operator in West Central and NW WI beginning April 1, 2015, expanding its service territory to two additional counties (Price and Taylor) resulting in a total service area of 19 counties. WRI is an Equal Opportunity Employer and service provider.

### How To Apply:

#### Additional Application Information

Applicants must submit the following application materials: Letter of Application, Resume, and WRI Employment Application.

The Employment Application can be found on the WRI website: [www.workforceresource.org](http://www.workforceresource.org), select About Us, select Employment Opportunities at Workforce Resource.

Completed application materials can be sent electronically to [talfordk@workforceresource.org](mailto:talfordk@workforceresource.org) or

Mailed to: Workforce Resource, 401 Technology Drive E., Menomonie, WI 54751.

Questions can be directed to Lanelle Kliner, HR Generalist at  
715-232-7380 Ext. 1020.