Quality Assurance Specialist

Explore. Thrive. Belong.

Jefferson County is the Heart of the Heartland. We offer the best of Wisconsin living with safe, family oriented, vibrant business and civic communities surrounded by picturesque farmland. Jefferson County is proud of our small-town living options and easy access to major urban centers.

ABOUT THE ECONOMIC SUPPORT DIVISION OF JEFFERSON COUNTY

The Economic Support Division within Jefferson County Human Services serves Jefferson County residents who are low income, faced with an economic setback, and/or need additional financial support as they work towards greater self-sufficiency.

WHAT YOU WILL DO

The purpose of this position is to ensure accuracy, compliance, and consistency in the administration of the FoodShare program. This position performs quality reviews of eligibility determinations, monitors compliance with federal and state regulations, utilizes Department of Health Services quality assurance tools, and supports Southern Consortium quality assurance and operational processes.

SOME ESSENTIAL RESPONSIBILITIES

You will be successful in this role by completing the following tasks and responsibilities:

- Conduct quality assurance reviews of FoodShare eligibility cases to ensure compliance with federal, state, and county policies and procedures.
- Review and evaluate eligibility determinations, case documentation, processing timelines, and benefit calculations for accuracy.
- Utilize Wisconsin Department of Health Services (DHS) quality assurance tools, reports, and review systems to monitor program performance and compliance.
- Apply and support Southern Consortium quality assurance procedures, workflows, and operational standards.
- Identify trends, deficiencies, and areas of risk within FoodShare case management practices and recommend corrective actions.

Requirements:

- Associate degree (2-year degree) in Human Services, Public Administration, Business Administration, Social Work, or a related field, or comparable experience in lieu of education.
- Demonstrated experience making FoodShare eligibility determinations.
- Experience using Wisconsin Department of Health Services quality assurance tools and systems.
- Knowledge of Southern Consortium processes and operational procedures related to Economic Support programs.

Preferred Requirements:

- Preferred minimum of five (5) years of experience administering the FoodShare program.
- Experience in quality assurance, quality control, auditing, or compliance monitoring within public assistance programs.
- Experience training or mentoring eligibility staff.
- Knowledge of Wisconsin Economic Support programs and consortium operations.
- Experience using Wisconsin Department of Health Services quality assurance tools and systems.

Wage & Benefits

We pay $26.90 - $29.98/ hour based on candidate's successful experience and qualification.

Benefit Highlights

Paid vacation Health insurance* Health insurance Opt Out Plan * Dental & Vision insurance*
* Life insurance* Wisconsin Retirement System* Health Savings Account* Deferred Compensation Program*
Long Term Disability Short Term Disability*Accident Insurance*

2026 Gold Certified Family Friendly Workplace

Employees at Jefferson County Value

Competitive Pay Excellent Benefits* Great Coworkers* Flexibility* Advancement & Opportunity* Family Feel*

HOW TO APPLY: For a full job description and link to apply online, please visit the County's web site at jeffersoncountywi.gov.

Jefferson County is an Equal Opportunity Employer