

## Notice of Public Meeting

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### AGENDA

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**Committee:** Human Resources Committee  
**Date:** Monday, February 13, 2023  
**Time:** 9:00 a.m.  
**Location:** 3<sup>rd</sup> Floor County Board Room  
**Remote Access:** [Click here to join the meeting](#)

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The meeting is open to the public, but portions of the meeting may be closed if this notice indicates that the committee may convene in closed session. The following matters may be considered and acted upon at the meeting, but deviations from the order shown may occur:

1. Call to Order
2. Roll Call of Members
3. Public Comment Regarding Posted Agenda Items
4. Review/Discussion/Action ~ Minutes of the Previous Meeting
5. Review/Discussion/Action ~ Policy 512 – Remote Work (Telecommuting)
6. Review/Discussion ~ Policy 201 – CCO Holiday Pay Accrual/Use
7. Review/Discussion ~ A Resolution to Update Policy 209 – Leaves – Personal Time Off
8. Review/Discussion ~ A Resolution to Create Policy 211 – Leaves – Voluntary Donation Program
9. Review/Discussion/Action ~ Child Support Specialist Position Description
10. Review/Discussion/Action ~ Economic Support Specialist Position Description
11. Review/Discussion/Action ~ Public Health Educator Position Description
12. Review/Discussion/Action ~ Support Staff Specialist Position Description
13. Review/Discussion/Action ~ The Committee May Go Into Closed Session to Discuss Personnel Wage/Evaluation

*Closed session pursuant to WI Statute 19.85 1 (c) Considering employment, promotion, compensation or performance evaluation data of any public employee over which the governmental body has jurisdiction or exercises responsibility. 1 (f) Considering financial, medical, social or personal histories or disciplinary data of specific persons, preliminary consideration of specific personnel problems or the investigation of charges against specific persons except where par. (b) applies which, if discussed in public, would be likely to have a substantial adverse effect upon the reputation of any person referred to in such histories or data, or involved in such problems or investigations.*

14. Review/Discussion/Action – The Committee May Return to Open Session
15. Review/Discussion/Action – A Resolution to Approve 2023 Wage Increase for Highway Commissioner
16. Administrative Coordinator’s Report
17. Personnel Advisor Report
18. Public Comment Unrelated to Agenda Items
19. Review/Discussion/Action ~ Next Date and Time (March 3<sup>th</sup>, 2023)
20. Adjournment.

Date: February 8, 2023

Steve Nelson, Chair

By: Roxann M. Halverson, County Clerk

**Board Members:** If unable to attend, please contact the Chair. If the Chair is unavailable, please contact the County Clerk’s Office at 608-685-6209. If the Chair and the County Clerk are not available, please call the Administrative Coordinator at 608-685-6234.

**Persons with Disabilities:** Buffalo County shall attempt to provide reasonable accommodations to the public for access to its public meetings, provided reasonable notice of special need is given. If you require special accommodations to attend this meeting, please contact the County Clerk’s Office at 608-685-6209.

**Public Access to the Courthouse:** The South Entrance will be the only access to the building after 4:30 p.m.

*Persons who are members of another governmental body, but who are not members of this committee, may attend this meeting. Their attendance could result in a quorum of another governmental body being present. Such a quorum is unintended, and they are not meeting to exercise the authority, duties, or responsibilities of any other governmental body.*

## Buffalo County Minutes

**Committee/Board:**

**Human Resources Committee**

**Date of Meeting:**

Monday, January 9, 2023

Mr. Steve Nelson called the meeting to order at 9:00 a.m.

**Committee Members Present:** Mr. Steve Nelson, Ms. Carol McDonough, Ms. Mary Anne McMillan Urell, Mr. Nathan Nelson, and Mr. Michael Taylor.

**Others Present for All or Parts of the Meeting:** Ms. Roxann Halverson, Ms. Ana Rolbiecki, Mr. Lee Engfer, Mr. Chris Woda, Sheriff Mike Osmond, Ms. Tina Anibas, and Mr. Dave Rynders.

**Public Comments Regarding Posted Agenda Items:** Mr. Woda spoke regarding the proposed policy on donation of time off. He had requested a policy be created to make it easier for employees to support other employees in need of time off due to medical emergencies. He wanted something less restrictive yet still following IRS rules. He also discussed the policy that would not allow employees to go in the negative with time off. He would like to see that changed to allow an employee to go into the negative up to 24 hours and if the employee leaves employment the county can deduct that from their last paycheck. Mr. Woda also discussed sending policy changes to employees for review prior to the committee acting upon them. This would give the committee feedback from the employees when they are making their decisions.

Mr. Rynders supported comments made by Mr. Woda. He would like the committee to understand that this policy change would not allow donation of time to an employee that will be out due to pregnancy. In the past, time has been donated to employees for this type of situation. He feels allowing donation of time is something special that Buffalo County offers and is not offered by other counties.

Sheriff Osmond spoke regarding the two draft policy changes. He feels that the wording of the language regarding an employee not being allowed to go into the negative with time off and facing disciplinary action if they take time off without pay sends a negative message to employees. He would also like an employee to have intermittent absences and still be able to receive donated time off. There are times when an employee is receiving treatment and feels they can come to work but not full-time. Other items Sheriff Osmond would like to see a policy on is how time off is paid out to an employee moving to an elected position and changing the restriction of donating a maximum of 40 hours per year, he would like the number of hours a person can donate increased.

**Review/Discussion/Action regarding Approval of Previous Meeting Minutes:** Ms. McMillan Urell made a motion to approve the minutes, seconded by Mr. Nathan Nelson. Carried.

**Review/Discussion/Action regarding A Resolution to Create Policy 211 – Leaves – Voluntary Donation Program:** Ms. Rolbiecki reviewed the proposed policy. She reviewed policies from other counties and used commonalities from each policy, while following IRS rulings to create this one. A discussion was held on the IRS guidelines and definitions of a medical emergency. She explained how a pool of hours will not be created as it could cause some issues with the value of the hours at the end of the year for auditing purposes. The committee would like more information on changing the maximum number of hours donated and received per person, if there would be issues with a pool of hours, and other items that Ms. Rolbiecki will check on. Ms. McDonough made a motion to table the resolution, seconded by Mr. Nathan Nelson. Carried.

**Review/Discussion/Action regarding A Resolution to Update Policy 209 – Leaves – Personal Time Off:** Ms. McDonough made a motion to table this resolution, seconded by Mr. Nathan Nelson. Carried.

**Administrative Coordinator’s Report:** Mr. Engfer reported on vacancies that have been filled. The next HR meeting will need to discuss an employee that is at the top of the scales and did not receive a step increase. Another item to discuss will be the Chief Deputy pay and this sunseting upon completion of the wage study.

**Personnel Advisor Report:** Ms. Rolbiecki reported on position openings and the wage study set to begin in February.

**Public Comments:** Chair Nelson wants to make sure the resolutions from last month move forward to County Board and that the employee handbook is reviewed.

**Next Meeting:** The next meeting will be Monday, February 13, 2023, at 9:00 a.m.

**Adjournment:** Ms. McMillan Urell made a motion to adjourn at 10:29 a.m., seconded by Mr. Taylor. Carried.

Respectfully Submitted,

Roxann Halverson  
Buffalo County Clerk

**BUFFALO COUNTY**  
**POSITION DESCRIPTION**

**Department:** Health and Human Services

**Position Title:** Child Support Specialist

**Pay Class:** K

**Pay Rate ~~Exemption Status:~~** Hourly – (N) Non-Exempt

**Direct Supervisor:** Health and Human Services Director

**Date:** ~~March 13, 2017~~ January 18, 2023

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**Purpose of Position:**

Performs ~~case and financial management duties to assist the Child Support Agency in meeting program responsibilities in accordance with state and federal law.~~ position duties related to the area of Child Support. These duties include but are not limited to all financial aspects of the Child Support Program, in addition to playing a major role in meeting and exceeding the State of Wisconsin performance standard measures.

**Essential Duties:**

This list of duties is not to be construed as all-inclusive and may be modified as need requires. Special duty assignments may occur.

- Initiate/accept and handle in a courteous and professional manner telephone calls from clients, employers, or other agencies. **Process all Buffalo/Pepin County incoming child support calls, mail and faxes.**
- **First point of contact for Buffalo County Support Specialist, Pepin County CS/DHS staff, the Buffalo/Pepin Co Clerk of Courts and Corporation Counsel. Answer questions and provide direction.**
- Issue wage assignments **and assignment of claims** to employers/**insurance companies** and respond to their questions and concerns **regarding** ~~in regard~~ to those assignments.
- Verify information on case participants such as their addresses and employers.
- Perform locate efforts.
- Successfully utilize various programs to access participant information (includes but not limited to: CARES, KIDS, ~~Credit Bureau information,~~ **CSOS, The Work Number, KIDSTAR, E-filing, lien docket, vital records, CCAP, Webi, WIKIDS, Laserfiche, CSPR, Internet, DILHR, CLEAR,**

- ~~WORKWEB~~, Unemployment Compensation, and DOT), in addition to sending employment verifications and Post Office checks, as necessary.
- Reconcile accounts by calculating arrears and interest.
  - Perform adjustments on financial balances in the KIDS system, and initiates on-line adjustment requests to be completed by the vendor.
  - ~~Print~~ Review various reports from KIDS and work reports as needed.
  - Complete worklist items in a timely manner.
  - ~~Obtain payment images as needed.~~
  - ~~Establish, calculate and gather all~~ Gather and calculate financial information to determine child support guidelines for new or existing court orders.
  - Generate notices to Court advising CSA is a party of interest on appropriate cases.
  - ~~Review stay of jail requests and provide input to Judge regarding CSA's request to approve or deny request.~~
  - Take administrative action on cases to add payment on arrears.
  - Provide CS application to new participants. clients.
  - ~~Mail emancipation letters to CP/NCP/other state when a child will be emancipating.~~
  - Monitor and maintain emancipation dates of children and updates accounts accordingly. Mail requests of information for emancipation purposes to educational facilities, participants clients and other states.
  - Prepare and send account histories and court orders to payer, payees, attorneys, financial institutions, sheriff's department, other states and housing authority upon request or as required.
  - ~~Print~~ Review end of the month reports and check to verify insure that all money included in the payments are for Buffalo County cases. Work with the Bureau of Child Support when monies are received in error.
  - Correspond with clients, employers and other agencies as needed, preparing and processing documents, letters and forms using WiKids.
  - Attend meetings, Wislines and trainings workshops relating to Child Support issues. Access, on the KIDS system, bulletin board information and implement necessary changes in response to that information.
  - Forward all child support payments made to our Department to WI SCTF and work with the Buffalo County Treasurer's Office when cash payments are received.
  - Assist with court preparation on cases scheduled for Court and forward to Corporation Counsel and Child Support Specialist. each month, including but not limited to sending employment verifications prior to the court date, and completing cover sheet as well as locating files and information and attaching other pertinent case information. Ask Clerk of Court staff to push historical documents through for each scheduled case.
  - Attend Court hearings as needed. to take notes and assist the Child Support coordinator during the Court process as requested.
  - Enter and make necessary adjustments to court orders on the KIDS system.
  - Initiate and set-up new cases.

- ~~Maintain a system of tracking and monitoring the department's receipt of court orders that result from the hearings and stipulations to insure that the department receives copies of them.~~
- Work with WI SCTF and Bureau of Child Support on issues that arise.
- ~~Prepare Annual Report figures if needed.~~
- ~~Assist with child support filing.~~
- Provide Accounting Department with necessary recordings (time studies) to enable them to obtain funding from the State **and respond to random moment emails.**
- ~~Maintain "Pay or Go to Jail Log", review it monthly and take appropriate action for those not in compliance~~
- ~~Update birth records after paternity is established.~~
- Provide child support payment information to Economic Support and WHEAP worker as requested.
- Issue Medical Support Notices as appropriate and enter information on computer when form is returned.
- ~~Assist Child Support Coordinator as requested.~~
- ~~Attend support staff and all agency meetings as scheduled~~ **and complete required child support trainings.**
- Work with clients, employers, and WI SCTF to locate payments submitted but not posted. This includes requesting research via WI SCTF.
- ~~Respond to Corporation Counsel inquiries as to whether or not Corporation Counsel needs to be present at hearings.~~
- Track and submit Family Court Commissioner (FCC) time, **case types and case numbers** for billing purposes to FCC staff **and review Family Court Commissioner billing monthly.**
- ~~Review Family Court Commissioner (FCC) billing monthly.~~
- Add notice of hearing to Outlook Calendar and on hearing screen in KIDS when received.
- ~~File~~ **Copy/mail orders to participants** once signed by Family Court Commissioner (FCC) **or Judge.**
- ~~Responsible for petty cash and cash box in account clerk's absence.~~
- ~~Log incoming monies for DHHS deposit in account clerk's absence.~~
- ~~Review rough drafts of orders from hearings as needed.~~
- ~~Attend warrant hearings.~~
- ~~List warrants and court hearings on appropriate screens in KIDS.~~
- **Perform genetic testing and ship swabs to the lab.**
- **E-file documents with the Court.**
- **Review and update court case monitoring log weekly.**
- **Provide case updates to participants.**
- **Worker assigned to all NIVD cases.**
- **After a new child support order is issued, mail appropriate items to each participant (new order letter, payment coupons, informational handouts, application for services, etc.)**
- **Access/utilize interpreter services for non-English speaking participants.**

- Provide back-up coverage for Support Staff Specialist, which includes accessing EDE (Electronic Document Exchange) and forwarding new documents to appropriate worker.
- Other duties as assigned.

### **Minimum Training, Experience, and Qualifications Required to Perform Essential Job Functions:**

- Associates Degree in Accounting, Business, Human Services, Criminal Justice, Paralegal or other related field along with a strong background or exposure to computer hardware and software, or an equivalent combination of two five years work experience, or any combination of education and experience that provides equivalent knowledge, skills and abilities. of training and experience in accounting field.
- Knowledge of office practices, procedures, terminology, and equipment.
- Computer literacy and proficient use of business machines. Previous experience with Kids Information Data System (KIDS) desired.
- Ability to perform mathematical calculations including addition, subtraction, multiplication, division and percentages.
- Knowledge of legal terminology and technical Court documents preferred. pertaining to the areas of responsibility.

### **Physical Requirements:**

- Ability to operate a variety of office equipment and machinery with some requiring complex and rapid adjustments, including computer, terminal, telephone, fax machine, calculator, photocopier, and TV/CR.
- Ability to coordinate eyes, hands, feet and limbs in performing slightly skilled movements.
- Ability to exert very moderate physical effort to sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling up to 10 20 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of shapes, sounds, and objects associated with job related objects, materials, and tasks.
- Ability to sustain prolonged visual and mental concentration.
- Ability to communicate orally and in writing with others.
- Successful completion of a criminal background check and fingerprinting.

### **Environmental Adaptability:**

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as hazardous conditions or exposure to disease may cause discomfort, but poses little risk of injury, and is present only in unusual situations.

Buffalo County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

**DHHS Committee: ~~3/7/2017~~**

**Human Resources Committee: 3/13/2017**

**Job Description Updated on P Drive: 3/27/2017**



# BUFFALO COUNTY

## POSITION DESCRIPTION

**Department:** Health and Human Services  
**Position Title:** Economic Support Specialist  
**Pay Class:** J  
**Exemption Status:** Hourly – (N) Non-Exempt  
**Direct Supervisor:** Health and Human Services Director  
**Date:** ~~June 2013~~ January 2022

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### **Purpose of Position:**

Under the supervision of the Director of the Department of Health and Human Services or as delegated, this position conducts advanced case management with responsibilities of a confidential nature. This employee works independently with minimal supervision in establishing eligibility for County, State and Federal Income Maintenance Programs.

### **Essential Duties:**

- Conducts intensive, interactive interviews with applicants for public health insurance, Food Share and child care subsidies to ensure completeness and accuracy of the applications and documents and/or verify all necessary information to establish eligibility for programs.
- Accurately enters into computer all applications, changes, reviews, and case comments regarding programs, eligibility requirements, verification, income, etc. in accordance with State and Federal regulations.
- Accurately generates benefits utilizing computer logic, Federal and State Regulations, mathematical computations, and collateral contact verification.
- Performs case assessments, investigates and refers clients to other community services such as food pantries, domestic abuse services, literacy councils, child welfare agencies and AODA/mental health services when necessary.
- Maintains and updates all files and reviews cases in accordance with State and Federal regulations.
- Is responsible for all correspondence with assigned customers, responds to all telephone calls regarding the assigned cases and maintains up-to-

date case comments documenting contacts with clients in person and via phone.

- Refers appropriate cases for front-end verification and Fraud investigations.
- Represents the County and provides information in ~~court proceedings (includes fair hearings, court appearances, processing disability applications,~~ and investigations of fraud).
- Makes personal contact with clients, ~~including home visits when necessary,~~ reviews eligibility as required and as changes occur in accordance with State and Federal regulations.
- Works effectively and professionally with clients, general public, vendors, co-workers, and employers, ~~attorneys and law enforcement.~~
- Responds to income, asset, and identification cross-matches in accordance with State and Federal regulations. This may require contact by telephone or letter to clarify or question cross-match.
- When performing elderly/disabled related Medical Assistance functions; calculates patient liability amounts and community spouse shares, divestment penalties, identifies and verifies proper and improper transfers of assets, authorizes payment of guardianship-related fees, submits appropriate paperwork to State Recovery Program, determines eligibility for waiver services and cost share amounts. Works closely with estate planners, assists with preparation of representative payee and guardianship reports, identifies and certifies hospice-eligible institution cases.
- Creates and updates childcare authorizations, including payment amounts in accordance with State and Federal regulations.
- Ability to handle aggressive and angry/hostile persons and defuse these situations.
- Ability to understand and be nonjudgmental of socioeconomic classes.
- Reviews State and Federal regulations on an ongoing basis to maintain proficiency, including Operation memos.
- Participates in in-services and staff meetings, including external meetings and training as requested. This includes state-mandated training sessions.
- Ability to work independently, with minimal supervision.
- Any related work as directed by the Director of the Department of Health and Human Services or designee.

### **Minimum Training, Experience, and Qualifications Required to Perform Essential Job Functions:**

- High school degree or equivalent and an Associate degree or equivalent college credits in any combination of the following areas: Human Services or Human Services related field, Public/Business Administration, Economics, Accounting or Communications or equivalency of work related

experience with familiarity with mathematical calculations, computers, and software applications preferred.

- Prefer advanced interviewing or counseling experience and experience working with various socioeconomic levels of the public.
- Must complete mandated training within first 6 months of hire date and must continue required continuing education throughout employment.
- A valid driver's license and access to an insured vehicle.

#### **HIPAA Responsibility:**

- All members of the workforce have a responsibility to watch for unauthorized or disclosures of Protected Health Information (PHI), to act to prevent the action, and to report suspected breaches of privacy and security policies to their supervisor, or to the Privacy or Security Officer (example of a breach: member or visitor looking through a claim or personal information left on a desk).

#### **Language Skills:**

- Ability to read and interpret documents, and laws in the English language; ability to listen to and understand information and ideas in spoken and written format so individuals may effectively understand and convey communications.

#### **Mathematical Skills:**

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

#### **Reasoning Ability:**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral and diagram form. Inductive and deductive reasoning. Ability to combine separate pieces of information, or specific answers to problems, to form general rules or conclusions; includes coming up with a logical explanation of why a series of seemingly unrelated events occur together and deciding if an answer makes sense.

#### **Physical Requirements:**

- Ability to operate a variety of office equipment and machinery with some requiring complex and rapid adjustments, including computer terminal, telephone, fax machine, calculator, photocopier, ~~TV/VCR~~, and video conferencing equipment.

- Ability to coordinate eyes, hands, feet, and limbs in performing slightly skilled movements.
- Ability to exert very moderate physical effort from sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling up to 20 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of shapes, sounds, and objects associated with job related objects, materials, and tasks.
- Ability to sustain prolonged visual and mental concentration.
- Ability to communicate orally and in writing with others.

**Environmental Adaptability:**

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as hazardous conditions including the threat of physical attack or injury from clients in unusual situations is present only in unusual situations.

Buffalo County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Approved by Home Committee:  
Approved by Human Resources:

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**BUFFALO COUNTY**  
**POSITION DESCRIPTION**

**Department:** Health & Human Services

**Position Title:** Public Health Educator

**Pay Class:** F,G

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**Pay Rate/Exemption Status:** Salary – (EP) Exempt Professional

**Direct Supervisor:** Health Officer/Public Health Supervisor

**Date:** January 2020~~23~~

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**Purpose of Position:**

The purpose of this position is to promote, maintain and improve individual and community health; implement and evaluate countywide comprehensive health promotion and protection programs; provide technical assistance to professionals and the general public; conduct community health assessments, foster collaboration, and market public health programs.

The employee in this position is expected to complete assignments and operate programs with a minimal level of supervision, and may lead and/or advise other public health staff in areas of programmatic expertise.

**Essential Duties:**

This list of duties is not to be construed as all-inclusive, and may be modified as need requires. Special duty assignments will occur.

- Promotes and maintains the health of individuals, families, and the community through public health interventions such as teaching, counseling, and appropriate preventative and rehabilitative measures.
- Develops and implements educational materials such as press releases and presentations for staff, committees, community groups and the public.
- Participates in health promotion and marketing efforts
- Researches, prepares and submits grant applications to advance the work of public health.
- Collaborates with the Health Officer/Public Health Supervisor, Health and Human Services Department staff, County Board of Supervisors, and Buffalo County residents.

- Implements quality improvement practices in programs including: develops program objectives, develops and implements program tracking mechanisms, and monitors programs to assure requirements and goals are met.
- Administers the Wisconsin Department of Natural Resources Transient Non-Community (TNC) Well Water Contract in coordination with the Environmental Health Specialist to include: conducting sanitary surveys on public water systems and performing annual water sampling/ testing to ensure safe drinking water of TNC systems.
- Coordinates activities pertaining to the water lab in coordination with the Environmental Health Specialist.
- Provides back up to other public health programs as needed.
- Establishes and maintains effective working relations and coordinates activities with appropriate county and state agencies.
- Prepares written correspondences as appropriate and documents activity through required reports and records in order to comply with federal, state, and local laws and grant requirements.
- Prepares policies and procedures for review and approval by the Health Officer/Public Health Supervisor.
- Participates in civic meetings, community coalitions, task forces, and professional meetings and trainings as a representative of the Health Department.
- Investigates communicable diseases and provides follow-up according to State Statutes.
- Maintains confidentiality in accordance with HIPAA and agency policies.
- Participates in public health preparedness activities, trainings, and exercises and functions within the Incident Command structure for the department.
- Facilitates the community assessment, planning process and implementation of the Community Health Improvement Plan.
- Participates in the public health strategic planning processes.
- Mentor new staff and students.
- Maintain knowledge of state statutes, administrative rules and local ordinances governing public health services.
- Participates in educational training to enhance skills and knowledge needed to perform and manage programs and duties.
- Performs other duties as assigned.

**Minimum Training, Experience, and Qualifications Required to Perform Essential Job Functions:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below ~~are representative of~~ represent the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Bachelor's degree in health education, public health or a closely related field.
- Two years of community experience preferred.
- Certified Health Education Specialist (CHES) certification preferred.
- Knowledge of grant writing and grant management processes and practices.

- Knowledge of environmental and public health principles and practices.
- Demonstrated ability to function independently, excellent verbal and written communication skills, and knowledge of and ability to use Word, Excel, Outlook, and [other applicable programs](#), [Internet Explorer](#).
- Valid driver's license required.
- Reliable vehicle with proof of insurance

**Physical Requirements:**

- Ability to operate a variety of office equipment and machinery with some requiring complex and rapid adjustments, including computer terminal, telephone, fax machine, calculator, photocopier, and TV, [VCR](#).
- Ability to coordinate eyes, hands, feet and limbs in performing slightly skilled movements.
- Ability to exert very moderate physical effort to sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling up to 20 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of shapes, sounds, and objects associated with job related objects, materials, and tasks.
- Ability to sustain prolonged visual and mental concentration.
- Ability to communicate orally and in writing with others.

**Environmental Adaptability:**

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as hazardous conditions or exposure to disease may cause discomfort, but poses little risk of injury, and is present only in unusual situations.

Buffalo County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Approved by Home Committee: 12.10.2019

Approved by Human Resources: 01.13.2020



**BUFFALO COUNTY**  
**POSITION DESCRIPTION**

**Department:** Health and Human Services

**Position Title:** SUPPORT STAFF SPECIALIST

**Pay Class:** L

**Pay Rate Exemption Status:** Hourly – (N) Non-Exempt

**Direct Supervisor:** ~~Account Clerk Lead~~ Transportation and Adult Protective Services (TAPS) Manager

**Date:** August 2017

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**Purpose of Position:**

The employee in this position will be responsible for a wide variety of support staff functions with an emphasis in child support service. This person should possess a sound knowledge of all type of clerical duties and office procedures and ~~must~~ maintain a courteous, cheerful and professional manner. This person should also possess the ability to be flexible in performing the wide variety of tasks required.

**Essential Duties:**

This list of duties is not to be construed as all-inclusive, and may be modified as need requires. Special duty assignments will occur.

- Receptionist for Health and Human Services and Aging and Disability Resource Center. Politely and courteously answers incoming telephone calls, answers inquiries and/or transfers caller to the proper personnel and takes messages as requested.
- Courteously greets clients/visitors as they enter office and directs them to the appropriate staff or access for services.
- Maintains an orderly office environment including ongoing updates for “front desk coverage” resource (red binder), and coordination of breakroom cleaning and office vacuum schedules.
- Completes shredding documents, photocopying and faxing as directed, including shared responsibility for assisting personnel with jams, ordering and filling paper, routine maintenance, etc.
- Opens and closes Department office each work day.
- Reads and records thermometers in refrigerators and freezer for Public Health Unit as directed.
- Assembles monthly home committee packets; takes and transcribes home committee minutes.

- Completes filing for staff including pulling files from closed filing as requested. Maintains closed filing room.
- Provides clerical assistance for the Aging and Disability Resource Center and all other units as directed.
- Performs clerical tasks for Western Region for Economic Assistance (WREA) as identified in the WREA clerical manual, including submitting Quest Benefits report quarterly.
- Schedules appointments, requests maintenance work orders for office area, and coordinates routine vehicle maintenance and repairs as requested, sending required milage reports to Enterprise for leased vehicles.
- Collects monies from clients for services provided and issues a receipt.
- Receives orders and packages, distributes to appropriate personnel as directed.
- Attends staff meetings and participates in appropriate training as requested.
- Orders and maintains office supplies and master list of supplies.
- Enters data for all units as directed.
- ~~• Maintains Retired Senior Volunteer Program (RSVP) rosters and submits to host agency.~~
- ~~• Initiates and schedules rides for the Volunteer Transportation Program.~~
- ~~• Maintains Volunteer Transportation rides and coordinates bill with Account Clerk.~~
- Prepares daily agency mailing for all units and properly codes them for payment.
- For the Child Support Program -
  - Enter dispositions and notes for returned postal verifications and employment verifications. Enter health insurance information and disposition medical support notices.
  - Processing all incoming and outgoing mail and forward to appropriate staff.
  - Scan Pepin and Buffalo County documents using the laser fiche file system.
  - Respond to child support customer phone calls by providing requested information utilizing KIDS system, or transfers call to appropriate Child Support Worker.
  - ~~○ Schedule client court appearances by directly accessing court calendar.~~
  - Check FCC/Judge Court Calendar via CCAP every Monday for the following week and enter into shared Outlook calendar for Child Support Staff.
  - Take appropriate actions as indicated by emailed directions from the Child Support Coordinator.
  - Process incoming interstate paperwork by redacting Social Security Numbers and scan/email to Child Support Coordinator for e-filing.
- Other related duties as assigned by Supervisor or Director. The duties of this position may be modified, as agency needs dictate.

**Minimum Training, Experience, and Qualifications Required to Perform Essential Job Functions:**

- Associates degree in Business or Social Services related area or equivalent combination of education and minimum two years experience in an office environment.
- Ability to utilize the Wisconsin Kids Information Data System (KIDS) and a variety of software, including but not limited to, Microsoft Office, Access and Excel.
- Ability to operate a variety of office equipment and machinery, including but not limited to telephone, fax machine, calculator, photocopier, laser ficher and TV/VCR.

**Physical Requirements:**

- Ability to coordinate eyes, hands, feet and limbs in performing slightly skilled movements.
- Ability to exert very moderate physical effort to sedentary to light work, typically involving some combination of stooping, kneeling, crouching and crawling, lifting, carrying, pushing and pulling up to 20 pounds.
- Ability to recognize and identify degrees of similarities or differences between characteristics of shapes, sounds, and objects associated with job related objects, materials, and tasks.
- Ability to sustain prolonged visual and mental concentration.
- Ability to communicate orally and in writing with others.

**Environmental Adaptability:**

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors such as hazardous conditions or exposure to disease may cause discomfort, but poses little risk of injury, and is present only in unusual situations.

Buffalo County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

Approved by Home Committee:	August 1, 2017
Approved by Human Resources:	August 14, 2017
Job Description Entered on P Drive:	August 17, 2017

**2022 Wage Scales - Exhibit A**

*Version: 03/14/2022 Board Approved: 03/25/2022*

2022 Class	Job Title	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7	Step 8	Step 9	Step 10	Change
A	Administrative Coordinator	\$ 38.85	\$ 39.75	\$ 40.65	\$ 41.55	\$ 42.45	\$ 43.35	\$ 44.25	\$ 45.15	\$ 46.05	\$ 46.95	\$ 0.90
B	DHHS Director	\$ 37.95	\$ 38.75	\$ 39.55	\$ 40.35	\$ 41.15	\$ 41.95	\$ 42.75	\$ 43.55	\$ 44.35	\$ 45.15	\$ 0.80
C	Chief Deputy - LE											
	Highway Commissioner	\$ 32.25	\$ 33.00	\$ 33.75	\$ 34.50	\$ 35.25	\$ 36.00	\$ 36.75	\$ 37.50	\$ 38.25	\$ 39.00	\$ 0.75
	County Land Conservationist											
	Jail Administrator											
D	Zoning Director											
	Public Health Officer											
	Personnel Advisor-Admin	\$ 31.90	\$ 32.60	\$ 33.30	\$ 34.00	\$ 34.70	\$ 35.40	\$ 36.10	\$ 36.80	\$ 37.50	\$ 38.20	\$ 0.70
	Social Services Manager											
E	Community Justice Services Director											
	Public Health Nurse	\$ 30.60	\$ 31.30	\$ 32.00	\$ 32.70	\$ 33.40	\$ 34.10	\$ 34.80	\$ 35.50	\$ 36.20	\$ 36.90	\$ 0.70
	Social Worker III											
	Patrol Superintendent (HWY)											
	County Superintendent (HWY)											
	Transportation & Adult Protect Srv. Mgr.											
F	Environmental Health Specialist											
	Veterans Service Officer											
	Economic Dev./Grant Writer/Deputy CVSO											
	GIS/Land Info Officer											
	Jail Sergeant											
	Emergency Mgt/Safety Risk	\$ 26.30	\$ 26.95	\$ 27.60	\$ 28.25	\$ 28.90	\$ 29.55	\$ 30.20	\$ 30.85	\$ 31.50	\$ 32.15	\$ 0.65
	DHHS Account Clerk Supervisor											
	Financial Advisor - Admin.											
G	Social Worker II											
	Public Health Educator I											
	Highway Office Manager											
	Register in Probate	\$ 24.50	\$ 25.10	\$ 25.70	\$ 26.30	\$ 26.90	\$ 27.50	\$ 28.10	\$ 28.70	\$ 29.30	\$ 29.90	\$ 0.60
H1	Highway Foreman	\$ 22.65	\$ 23.15	\$ 23.65	\$ 24.15	\$ 24.65	\$ 25.15	\$ 25.65	\$ 26.15	\$ 26.65	\$ 27.15	\$ 0.50
H2	Signman, Recycling Facility Supervisor, Experienced											
	Mechanic	\$ 22.10	\$ 22.60	\$ 23.10	\$ 23.60	\$ 24.10	\$ 24.60	\$ 25.10	\$ 25.60	\$ 26.10	\$ 26.60	\$ 0.50
H3	Hwy State Patrolman, High-Level Equipment Operator, Entry Level Mechanic, Building and Grounds Manager	\$ 21.60	\$ 22.10	\$ 22.60	\$ 23.10	\$ 23.60	\$ 24.10	\$ 24.60	\$ 25.10	\$ 25.60	\$ 26.10	\$ 0.50
H4	Hwy Patrolman (5yrs), Low-Level Equipment Operator	\$ 21.10	\$ 21.60	\$ 22.10	\$ 22.60	\$ 23.10	\$ 23.60	\$ 24.10	\$ 24.60	\$ 25.10	\$ 25.60	\$ 0.50
H5	Hwy Patrolman Entry Level	\$ 20.60	\$ 21.10	\$ 21.60	\$ 22.10	\$ 22.60	\$ 23.10	\$ 23.60	\$ 24.10	\$ 24.60	\$ 25.10	\$ 0.50
	Communications/Corrections Officer											
	GIS Technician											
	Zoning Technician											
I	Community Justice Services Diversion Specialist											
	Case Manager II (DHHS)											
	Land Conservation Technician											
	Resource Management Specialist (Land Con)											
	Social Worker I	\$ 21.75	\$ 22.25	\$ 22.75	\$ 23.25	\$ 23.75	\$ 24.25	\$ 24.75	\$ 25.25	\$ 25.75	\$ 26.25	\$ 0.50
	Case Manger I (DHS)											
	Property Lister/Chief Deputy Treasurer											
	Victim Witness											
J	Economic Support Specialist (DHHS)											
	Economic Support/Account (DHHS)											
	911 Coordinator											
	Family & Community Specialist (DHHS)											
	Public Health Specialist	\$ 20.00	\$ 20.45	\$ 20.90	\$ 21.35	\$ 21.80	\$ 22.25	\$ 22.70	\$ 23.15	\$ 23.60	\$ 24.05	\$ 0.45

	Parts and Inventory Specialist (Hwy)												
	DA Administrative Assistant												
	Map Coordinator/Deputy Treasurer												
	Support Staff												
	Chief Deputy Register of Deeds												
	Chief Deputy County Clerk												
K	Deputy Clerk of Court												
	Hwy Account Clerk												
	Admin. Assst. LE												
	Admin. Assst. Zoning												
	Admin Assst. Extension												
	Admin. Assst. Administration												
	Child Support Specialist (DHHS)												
	Account Clerk	\$ 19.00	\$ 19.45	\$ 19.90	\$ 20.35	\$ 20.80	\$ 21.25	\$ 21.70	\$ 22.15	\$ 22.60	\$ 23.05	\$ 0.45	
L	Support Staff Specialist (DHHS)												
	Janitor	\$ 17.00	\$ 17.40	\$ 17.80	\$ 18.20	\$ 18.60	\$ 19.00	\$ 19.40	\$ 19.80	\$ 20.20	\$ 20.60	\$ 0.40	
M	Meal Site Manager	\$ 15.00	\$ 15.25	\$ 15.50	\$ 15.75	\$ 16.00	\$ 16.25	\$ 16.50	\$ 16.75	\$ 17.00	\$ 17.25	\$ 0.25	

**Part-Time (non-benefits eligible/seasonal)**

The One Rate part-time position, aligned with other non-represented staff

Part-Time Deputies LE - certified	\$ 24.55
Part-Time Deputies LE - noncertified, includes transport	\$ 22.55
Part-Time Communications/Corrections Officer - certified	\$ 21.80
Part-Time Clerical - confidential, includes Bailiff	\$ 17.00
Part-Time Clerical	\$ 16.00
Hwy Seasonal/Part-Time Recycling Truck Driver -with CDL	\$ 20.60
Hwy Seasonal - without CDL	\$ 18.60
Part-Time Service/Maintenance - Including Seasonal/Internships (unless grant funded)	\$ 12.00

**Other Additional Compensation**

(Policy guidelines provide further direction on eligibility)

Communications/Corrections Officer LE - Shift Differential	\$ 0.50 per hour
Social Services/Crisis Response- On Call	\$ 2.50 per hour
Public Health COVID- On Call	\$ 1.75 per hour
Mileage Reimbursement (Business Travel) - Check for Fleet Vehicle First	
With Insurance	IRS Rate
Without or Expired Insurance	\$ 0.26 per mile

# ***Buffalo County Resolution***



**Drafted By:**  
Lee M. Engfer  
**Presented Month/Year:**  
February 2023  
**Involved Committees:**  
Highway Committee  
Human Resources  
Finance

**County Department:**  
Highway  
**Fiscal Impact:** YES / NO  
**AC Approved:** YES / NO

**RESOLUTION # \_\_\_\_\_**

## **A RESOLUTION TO APPROVE 2023 WAGE INCREASE FOR Highway Commissioner**

WHEREAS, the Highway Commissioner position has topped out at the current wage scale and all other county employees hired prior to quarter 4 of 2022 received a step wage increase and,

WHEREAS, the proposed wage rate adjustment and applicable fringe benefits are accounted for in the current 2023 budget and,

WHEREAS, the Highway Committee conducted an annual performance review on Mr. Robert Platteter, Highway Commissioner on November 8, 2022, reflecting on his job performance during calendar year 2022,

NOW, THEREFORE BE IT RESOLVED, that the Buffalo County Board of Supervisors hereby grants authorization for a 2% wage rate increase, which would be an annualized salary of \$82,724.40 to the Highway Commissioner, retroactive to January 1, 2023.

Adopted at a duly called and noticed meeting of the Buffalo County Board of Supervisors on the \_\_\_\_\_ day of \_\_\_\_\_, 2023.

\_\_\_\_\_  
Roxann Halverson,  
County Clerk

ATTEST:

\_\_\_\_\_  
Dennis Bork, County Board Chairperson

Respectfully Submitted:

**Human Resources Committee:**

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Steven Nelson, Chair

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Mary Anne McMillan Urell

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Nathan Nelson

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Carol McDonough

---

Michael L. Taylor

**Finance Committee:**

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Dennis Bork, Chair

---

Max Weiss

---

William Bruegger

---

Brad Schmidtknecht

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Brian Michaels

**ANTICIPATED FINANCIAL IMPACT STATEMENT**

2023 Budget:

None