

**WISCONSIN DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES
DIVISION OF LEGAL SERVICES AND COMPLIANCE**

OPERATIONS PROGRAM ASSOCIATE

This position performs work of moderate difficulty in the PRIMA unit of the Division of Legal Services and Compliance. This position is responsible for the initial analysis and processing of complaints against licensed professionals. This position is also responsible for records/forms management duties for the division and the department. Under the general supervision of the Records Management Supervisor of the division, this position performs records/forms management duties; independently evaluates and reviews incoming complaints; administers and monitors the complaint screening process; provides support for the Monitoring and PAP programs; and performs additional duties as assigned by the supervisor.

This position performs with substantial independence in decision making and task scheduling. Under demanding time constraints, this position is also required to produce accurate documents, and maintain precise records for the complaint tracking system.

40% Goal A Performance of records/forms management duties for the Division of Legal Services and Compliance and the Agency.

- A1. Maintain a file of original and revised forms.
- A2. Maintain a listing of closed investigative case files located at the State Records Center.
- A3. Request closed investigative case files located at the State Records Center.
- A4. Review and revise current division forms. Develop new division forms. Ensure the forms are placed on the department's website, when appropriate. Maintain the division's forms file.
- A5. Prepare and maintain inventory listings of complaints closed at screening; closed case files, monitoring files, PAP files and division reports located at the State Record Center. Ensure the files are correctly boxed and labeled for transmittal to the State Record Center. Request files from the State Record Center.
- A6. Process closed complaints and closed case files ensuring they are appropriately assembled, labeled and filed in the SpaceSaver filing system on an ongoing basis.

30% Goal B Analysis and review of incoming complaints and preparation and input to the complaint tracking system

- B1. Analyze complaints information to determine jurisdiction and whether an alleged violation of state laws and regulations exists.
- B2. Identify complaints that can be eliminated from the complaint handling process and resolved by other means.
- B3. Refer complaints to other agencies as appropriate.
- B4. Determine and obtain additional information necessary for complaint screening through correspondence and contacts with complainants, respondents, agencies and other involved individuals or organizations.
- B5. Review additional information obtained for complaint screening to determine whether follow-up is necessary.
- B6. Determine complaint information necessary to create a complaint file. Input information into the complaint tracking system.

- B7. Generate original complaint packet material.
- B8. Prepare material for screeners and monitor the dissemination and return of those documents.
- B9. Answer inquiries/questions regarding the division, the department, complaint status and licensure.
- B10. Advise supervisor of issues/problems with the complaint intake process.

10% Goal C Administration of the complaint screening process and monitoring of complaints received from screening panels after screening.

- C1. Schedule conference rooms for each screening panel meeting. Coordinate with department staff and Board members during the screening panel meetings.
- C2. Prepare screening panel notices for each meeting. Coordinate with department staff to ensure that notices are properly posted in a timely manner.
- C3. Interpret and summarize screening panel discussions/directives and enter detailed data into the complaint tracking system.
- C4. Determine that all necessary screening information has been obtained and recorded.
- C5. Assign case advisors, when appropriate, for case being opened for investigation. Prepare and distribute initial case material to case advisor.
- C6. Independently obtain additional information requested by the screening panel.
- C7. Compile and organize complaint materials for complaints that are closed after screening.
- C8. Compile and organize case materials for cases opened for investigation and route to appropriate team's designee.
- C9. Prepare close-out letters, including education letters, for cases being closed after screening, to complainants, respondents and referring agencies.
- C10. Record detailed closure information for cases being closed after screening into complaint tracking system.
- C11. Keep detailed records regarding complaints that were received and have not been processed within a specified time period.
- C12. Contact appropriate department staff to determine status of received complaints.
- C13. Identify complaints that cannot be located and refer to supervisor. Follow-up with appropriate action as requested.
- C14. Advise supervisor of issues/problems with the complaint screening process.

15% Goal D Performance of supporting duties for the Monitoring and PAP programs.

- D1. Retrieve voice mail messages from main Monitoring/PAP phone line and forward to the appropriate Department Monitor and PAP Coordinator.
- D2. Review and file paperwork received in Monitoring/PAP each day and record items received in compliance with board orders in the ICE system.
- D3. When required reports (such as work reports or therapy reports) are missing, or when drug tests are positive, report such activity to appropriate Department Monitor.
- D4. When requested, under the direction of the Department Monitor and/or the PAP Coordinator, contact credential holders to determine reason for non-compliance.

5% Goal E Performance of additional duties as assigned by supervisor.

- E1. Retrieve mail from mailroom and deliver division mail to the mailroom for processing twice daily. Sort mail into mail slots.

- E2. At the request of various staff, prepare certified mail and/or Speedy mail for delivery.
- E3. Provide Call Center support as needed.
- E4. Timely report accidents, “near misses” and maintenance issues to supervisor.
- E5. Perform other duties as assigned.

KNOWLEDGE/ SKILLS/ABILITIES (KSA) REQUIRED BY THE POSITION

- Knowledge of standard office procedures.
- Knowledge of computers and computer programs.
- Knowledge of effective written and oral communication techniques.
- Knowledge of division’s program function and organization structure.
- Knowledge of the department’s records management program including responsibilities of the division associated with records and the open records law.
- Skills in exercising independent judgment in planning and implementing.
- Skills in prioritization and organization.
- Skills in public contact and telephone communications.
- Ability to analyze data.
- Ability to work independently and with others.
- Ability to operate various office equipments.
- Ability to read, understand and apply statutes and/or rules.
- Ability to represent the agency in a positive and professional manner and to participate enthusiastically and consistently in the implementation and enforcement of division and department directives, policies and procedures.
- Professional and courteous demeanor with supervisors, staff and stakeholders with a dedication to teamwork and professional collaboration to achieve team, division and agency objectives.