



Tony Evers

Office of the Governor | State of Wisconsin

Casework Manager

Governor Tony Evers is seeking a Casework Manager to join his Constituent Services Department to aid constituents as they navigate complex state agency structures and programs.

The ideal candidate will have a proven ability to act as an advocate for the people of Wisconsin.

Job Responsibilities

The Casework Manager will report to the Director of Constituent Services in the Governor's Madison office and will be charged with managing up to 3,000 cases monthly for individual constituents in need.

Specific job duties include:

- Manages statewide casework and acts in a supervisory capacity for all other Governor's Office caseworkers to ensure deadlines/expectations are met.
- Pulls weekly reports for the director and other senior staff, noting trends.
- Follows established casework timelines and workflows, including but not limited to responding to each constituent within one business day, ensuring each case receives notes on progress every two weeks, and staying up to date on top trending state programs to ensure the Governor's Office is responsive and accurate to those in need.
- Works as a liaison between constituents and state agencies.
- Other duties as assigned.

Qualifications

Governor Evers is seeking candidates who excel in interpersonal communication and can adapt to a fast-paced workplace. You should have:

- A commitment to serving the State of Wisconsin and its people.
- A demonstrated knowledge of state systems, agencies, and programs.
- A high level of organizational skills and the ability to execute multistep plans to assist individual constituents.
- Excellent written and verbal communication skills.
- Acute attention to detail.
- Customer service experience.
- Ability to handle sensitive and confidential material in a responsible and respectful manner.
- Three years working in a related field preferred.
- Knowledge of IQ preferred.

Compensation

- Salary range \$35,000 to \$45,000 annually, commensurate with experience.
- Generous benefits package.

The Office of Governor Tony Evers is an equal opportunity employer and strives to recruit and retain high quality staff who are committed to increasing the diversity of the organization.

How to Apply

- Send a cover letter and resume to the Director of Constituent Services, Corissa Uselmann, at Corissa.Uselmann@wisconsin.gov.