



# JOB DESCRIPTION

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## WIC Clerk/Certifier

**Reports to:** WIC Coordinator --**FLSA:** Nonexempt--**Role:** Specialist

### Descriptive Summary

The WIC Clerk/Certifier provides clerical support to the program to maintain effectiveness and flow. Performs various administrative tasks including processing and intake of existing and potential WIC clients. Provides competent nutrition and breastfeeding assessment and education individually or in a group setting.

### Core Functions

- Greets and directs clients at the front counter, schedules appointments, issues WIC cards and benefits, explains or reads program documents and provides general nutrition and breastfeeding information.
- Provides information as needed and provides referral support to clients for health and community resources.
- Provides nutrition assessment and education related to the client's eligibility criteria and individual nutritional needs as well as cultural preferences. Utilizes motivational interviewing techniques in evaluation and assessment.
- Provides information to the public and staff regarding rules, regulations, procedures and processes.
- Requests, receives and processes a variety of documents; assists clients in the completion of required documentation of identity, address and income while maintaining strict confidentiality.
- Stays up to date with current DOH standards and USDA requirements and completes all required training of a WIC CPA.
- Performs non-invasive hemoglobin testing and earns and maintains medical assistant license through WA State Department of Health.
- Organizes and maintains program files and retrieves information as needed; assures that record disposition schedules are adhered to and electronic and paper files are kept orderly and current.

### Winning Behaviors, Competencies, and Skills

- Establishes and maintains healthy interpersonal relationships with team members and co-workers.
- Respects the diversity of those we serve and the challenges they face.
- Follows directions, offers and receives feedback in a positive manner, and works in a team oriented atmosphere by supporting program and team goals.
- Adheres to state and agency practices and policies regarding client confidentiality and rules.
- Passionate for breastfeeding and enthusiastic about positive health outcomes for our WIC members and their families.
- Knowledgeable of the WIC program.
- Reads and interprets growth charts, risk factors and other health related data.
- Maneuvers around small children and relates and models positive behavior toward infants, children and their caregivers.
- Possesses strong computer skills.
- Works autonomously and troubleshoot issues.
- Provides excellent customer service.

### Supervisor Responsibility

None



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## Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines. This position occasionally performs work offsite either indoors or outdoors for outreach, community, and farmer's market events.

## Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This is largely a sedentary role; however, some filing and lifting is required. This would require the ability to lift files and materials, supplies, and office products weighing up to 10lbs; open filing cabinets; and bend or stand as necessary. While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; talk or hear.

## Position Type and Expected Hours of Work

This is full-time position. Typical days and hours of work are Monday through Friday 8:15 a.m. to 4:45 p.m. The occasional Saturday or evening may be required.

## Travel

This position frequently travels to various work locations to provide support to our Cheney, FAFB, Airway Heights & West Central locations.

## Required Education, Experience, and Qualifications.

1. High School Diploma or GED
2. 20 + credit hours in Community Health, Women's Studies, Health or Counseling related field.
3. One year of office related experience.
4. One year of customer service.

## Preferred Education and Experience, and Qualifications.

1. Associates Degree in a related field.

## Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

I understand and agree to the duties and expectations of my role as outlined in this job description. I understand nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date