

# **WIC CLERK Tompkins County**

**Department:** Health Department  
**Classification:** Competitive  
**Labor Grade:** G(7)  
**Approved:** Reclass 07/10  
**Revised:** 10/2020  
**By:** LG, Deputy Commissioner of Human Resources  
**BBP Risk Factor:** At Risk

## **MINIMUM QUALIFICATIONS**

Graduation from high school or possession of a high school equivalency diploma AND at least one (1) year of full-time paid (or its part-time equivalent) office clerical experience.

## **SPECIAL REQUIREMENT FOR ACCEPTANCE OF APPLICATIONS**

Appointees must possess a valid New York State Driver's license at the time of application and maintain such license for the duration of employment.

*Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.*

## **DISTINGUISHING FEATURES OF THE CLASS**

The work involves responsibility for assisting participants in the Women, Infants and Children (WIC) program of the Tompkins County Health Department. The employee performs a variety of clerical duties in support of the nutrition staff in the delivery of participant centered services. The work involves direct contact with participants and nutrition staff. An employee in this class performs required tasks in accordance with local agency written polities, New York State policies, and USDA regulations. Detailed instructions are given at the beginning of new assignments. Direct supervision is received from an administrative superior and work performance is reviewed through observation and execution Supervision is not a responsibility of this position. Does related work as required.

## **TYPICAL WORK ACTIVITIES**

- Use a standard keyboard and computer screen to enter and retrieve pertinent data from the WIC Statewide Information Systems (NYWIC);
- Acts as receptionist utilizing professionalism in retrieving phone calls, answering inquiries about the program, scheduling appointments, marking participants on site for their appointment and monitor participants in the clinic waiting room;
- Accepts applications and performs applicant prescreening to determine categorical, residential and income eligibility for the program;
- Orientates new participants about the WIC program including enrollment timeframes, use of WIC benefits, how to use the eWIC benefit card and the WIC acceptable foods card in accordance with WIC program policies;
- Obtains financial, medical information and assists participants in completing appropriate forms;
- Assists in collecting anthropometric (height and weight) measurements as a part of the certification process;
- May perform finger stick blood collection, after training on this procedure for hemoglobin screening;
- Travels to WIC satellite clinic locations and assists with set-up and breaks down of NYWIC computer equipment and other clinic supplies;
- Provides referrals to health and public assistance programs as needed;
- Promotes breastfeeding as the preferred method of infant feeding;
- Documents pertinent information in a clear, concise manner with in NYWIC notes;
- May assist in the preparation of various reports and quality assurance activities;
- Conduct periodic review of participant records for lapse in appointments in accordance with WIC program policies;
- Assist in setting up the NYWIC clinic schedule and text reminder system to remind participants of their appointments;
- Conduct monthly inventory of NYWIC computer supplies, clinic and office supplies;
- Assists in the nutrition operations of WIC clinics including basic nutrition visits, group sessions, and the ability to authorize WIC benefits prescribed by the CPA/QN when no food package changes are needed and upon completion of required WIC training modules;

- Assists in training new employees in the specialized clerical work of the program;
- Attends all NYDOH sponsored trainings along with local agency and sponsoring agency trainings as required;
- Participates in public health preparedness activities as trained and assigned;
- Performs related work as assigned by Supervisor.

#### **KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS**

- Good knowledge of basic arithmetic functions;
- Working knowledge of record keeping, filing and clerical techniques;
- Basic computer skills, including the ability to use departmental and state computer software programs;
- Ability to interpret and apply information related to WIC policies and procedures;
- Ability to maintain records using simple alphabetical or numerical filing system and calculations for financial eligibility;
- Ability to perform close detail work involving considerable visual effort and strain;
- Ability to establish effective working relationships with health professionals, program participants and community agencies;
  
- Ability to interpret WIC program goals and encourage behavioral changes to achieve these goals;
- Ability to communicate effectively and work well with others, both orally and in writing;
- The employee's physical condition shall be commensurate with the demands of the position.

W32

Created: 07/2010