

## WIC Clerk

Oneida County Health Department is seeking qualified candidates to perform various clerical duties in support of the WIC department that includes interaction with the public, ensuring that participants, receive positive customer service, maintaining confidential information, and ensuring that the program meets quality standards. If you are ready to make a difference in the community and love the idea of working with children and families, this position may be right for you.

### Responsibilities:

- Ensure an appointment show rate of 80%
- Assist in contacting clients for benefit issuance and appointment reminders
- Participate in community outreach activities
- Perform a variety of clerical duties for the day-to day operation and implementation of the WIC Program
- Develop and maintain relationships with community agencies relevant to program functions for referral needs

### Qualifications, skills, and experience:

- High School Diploma or GED and one year post high school education involving business, computer science, administrative assistant, and/or accounting. Associate Degree preferred.
- Two to four years of experience in office or administrative support.

### Wages and Salary:

This part-time (60%-80%) position has a starting 2018 hourly rate of \$15.50 to \$16.82; wages will commensurate with experience. This is a 60% to 80% position and does include an excellent fringe benefit package. Complete job description, and required Oneida County application are available at the Northern Advantage Job Service Office at the 51A N. Brown St., Rhinelander, WI 54501, (715) 365-1500 or at [www.oneida.wi.gov](http://www.oneida.wi.gov). Completed application, resume and college transcripts are due at the Job Service Office by Tuesday, January 16, 2018 at 4:30 p.m.

**Oneida County  
Job Description**

**Job Title:** WIC Account Clerk II  
**Class Title:** Account Clerk II  
**Department:** Public Health  
**Reports To:** Public Health Director  
**FLSA Status:** Nonexempt  
**Prepared By:** Linda Conlon  
**Prepared Date:** October 2011  
**Approved By:** Lisa Charbarneau  
**Approved Date:** October 2011  
**Reviewed Date:** \_\_\_\_\_

**SUMMARY** This full-time position performs a variety of bookkeeping, recordkeeping and clerical duties related to the Women, Infant, Children program.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Processes clients into the WIC program; assists with the WIC application, determines income eligibility, orients the client, prepares client files and answers any questions the clients may have about the WIC program.

Schedules WIC appointments. Follows up with missed WIC appointments. Provides reminder phone calls of appointments as time permits.

Issues WIC drafts and enters draft issuance data/information in the WIC Real-time Online Statewide Information Environment (ROSIE). Keeps a strict record of actual WIC draft issuance.

Maintains and updates records based on client contacts and educational efforts in Real-time Online Statewide Information Environment (ROSIE).

Prepares and mails memos and letters to doctors, clients and the public.

Maintains and balances reports and accounts including caseload status report, draft register, voided WIC drafts, Questionable Issuance Report, abuse reports and inventories.

May assist with group lectures and classroom discussions and training.

May type newsletter articles, general articles, send newsletter to printer, proofread newsletter returned from printer and distribute.

Breaks down, transports, and sets up computer system for off-site clinic at Minocqua.

Manages day-to-day problems with vendors relating to the issuance of WIC checks. Performs WIC training for vendors on a yearly basis with guidance from the Dietician.

Informs clients and the public as to resources available within the County and/or the community depending upon the clients needs or the questions asked.

Maintains office supply inventory and orders office supplies.

This position may be responsible for using quality improvement (QI) and performance management (PM) processes and/or techniques to improve the effectiveness of the respective public health program. This includes, but is not limited to:

- \*creating, implementing, and evaluating performance standards
- \*identifying, implementing, and assessing program quality improvement processes

Assists with other health department programs as requested.

Any other duty as assigned.

## **SUPERVISORY RESPONSIBILITIES**

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

Must be knowledgeable of WIC programs and procedures as well as of bookkeeping, basic accounting and business math. Must have working knowledge of computer operations, hardware, software and accessories including secretarial skills, typing and filing. Must be detail oriented.

**EDUCATION and/or EXPERIENCE** High school degree with course work in bookkeeping, accounting, math and secretarial sciences.

One year post high school education preferred involving at least one of the above areas.

Two years work experience in an office environment involving accounting, bookkeeping or secretarial work.

**LANGUAGE SKILLS** Must possess good verbal and written communication skills.

**MATHEMATICAL SKILLS** Good mathematical skills.

**REASONING ABILITY** Ability to evaluate situations and make good independent decisions.

**CERTIFICATES, LICENSES, REGISTRATIONS** Valid Wisconsin Drivers license and reliable vehicle.

**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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.