

**ROWAN COUNTY
HUMAN RESOURCES**

JOB DESCRIPTION

Job Title : Office Assistant IV-WIC
Department: Health
Revised : November 2011

Class : Administrative Support
FLSA : Non-exempt

This job description supersedes any prior description for the Office Assistant IV-WIC classification.

GENERAL DESCRIPTION

Highly responsible clerical work involving making independent decisions on client eligibility for the Supplemental Food Program for Women, Infants, and Children (WIC). Supervision is provided by an administrative superior, who reviews work through periodic conferences and analysis of work performed. This class is differentiated from level III classes by the complexity and variety of work performed.

ESSENTIAL JOB FUNCTIONS (Any one position may not include all of the duties listed, nor do the listed examples include all tasks which may be found in positions of this class.)

Processes applications for the Supplemental Food Program for Women, Infants, and Children (WIC) using Federal guidelines; interviews applicants and determines whether they are income eligible by calculating the monthly gross income of all persons living in the home or by determining if the client receives Medicaid, Food and Nutrition Assistance, or Work First Assistance.

Enters data into the computer system for new clients and to update existing client information.

Obtains accurate height and weight of WIC participants and their parents.

Determines the number of WIC food instruments to be issued and explains the proper use of these food instruments.

Trains current and new vendors on WIC guidelines and monitors WIC vendors periodically for compliance with policies and procedures.

Addresses any issues a client may have with a vendor or a vendor may have with a client.

Performs fingersticks to check hemoglobin on women and children during clinics.

Maintains a variety of records and files; prepares a variety of reports.

OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable knowledge of office practices, procedures, and applications.

Considerable knowledge of departmental programs and policies.

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Considerable knowledge and ability to proofread, use correct grammar, vocabulary, and spelling.

Skill in operating personal computers and related software including Microsoft Word and Excel with proficiency.

Ability to type with accuracy at the speed required by the particular position; correct spelling, grammatical punctuation, and few typing errors; use judgment in organizing and establishing arrangement and format; and to perceive sentence and grammatical structure using technical language and to establish complicated formats from dictating equipment.

Ability to analyze and record information and to balance figures.

Ability to organize, compile, and summarize information in an effective format.

Ability to apply independently specific laws, departmental rules and regulations relating to verifying, processing and maintaining records and documents.

Ability to resolve problem situations; ability to be resourceful in gathering and giving program information.

Ability to answer most inquiries and questions independently.

Ability to perform fingersticks when necessary.

Ability to communicate effectively, orally and in writing.

Ability to establish and maintain effective working relationships with fellow employees and the general public.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs or less. Work includes extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

Work is likely to cause direct contact with blood or other body fluids to which universal precautions apply. Personal protective equipment should be available and worn.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and two years of clerical experience, preferably supplemented by community college courses in secretarial science or business administration.

**This job description does not create an employment contract,
implied or otherwise.**