

HIDALGO COUNTY WIC DEPARTMENT

Job Title:	Clerk	FLSA Status:	Non-Exempt
Dept No:	350	Civil Service Status:	Non-Exempt

SUMMARY:

Pulls and files records, answers phone, issues appointments. Maintains and prepares documents and reports. Interprets WIC policies, gives nutrition education, issues vouchers and refers to other health sources.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Identify criteria required for participant eligibility in the WIC Program.
- Screen applicants and determine if they are categorically eligible.
- Follows procedures according to time for processing applicants.
- Recognize acceptable documents as proof of identity and apply different methods to verify residency.
- Determine income accurately.
- Follow procedures to complete forms: WIC 35 and 35-2.
- Comply with National Voter Registration Act.
- Utilize good customer service skills, maintain applicant's confidentiality.
- Input all information from Quick Intake Form and CDE forms into computer.
- Issue Food Vouchers to participants and maintains voucher security.
- Maintain proper reports according to automation policies.
- Prepare and maintain Food Voucher usage reports legible and correctly according with Automation policies.
- Coordinate participant's appointments with other clinic appointments.
- Pull and prepare records prior to scheduled clinics.
- Re-file records within 24 hours. Close records at the end of the month.
- Take appropriate action for lapses according to policy.
- Read immunization cards and make appropriate referral.
- Coordinate WIC with other health services and agencies.
- Conduct Nutrition Education classes.
- Performs any other duties as assigned by the WIC Director.

QUALIFICATION REQUIREMENTS:

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 duties and responsibilities.

EDUCATION and/or EXPERIENCE

- High School diploma or GED required.
- One (1) year clerical work experience desirable, but not required.
- Typing skills preferred.
- Certificate acquired through a technical or business school preferred.

CERTIFICATES, LICENSES, REGISTRATIONS

- Employee must have a current valid Texas Motor Vehicle Operator's License.
- Availability of personal car, and have liability car insurance.
- Good physical and mental health.
- Immunization record up to date and annual Tuberculin test.

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.

While performing the duties of this job, the employee is required to talk or hear. The employee is required to stand. The employee is required to walk; sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; climb or balance; stoop, and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS:

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities, which may include the following:

- sitting for extended periods of time
- operating assigned equipment

Maintain mental capacity, which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions, which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communicating with others

ACCIDENT PREVENTION PROGRAM:

Required to follow all departments' safety regulations.