

Title:	WIC Program Assistant IV/WNA
Hours:	32 hours to 40 hours per week
Wage Range:	\$19.99 to \$26.61 per hour
Supervisor:	WIC Coordinator
Exempt Status:	Non-Exempt

### **Job Summary:**

Women, Infants and Children (WIC) Supplemental Nutrition Program provide nutrition education, breastfeeding promotion and support, and supplemental foods for pregnant women, breastfeeding women and families with children up to the age of 5 years. Under general supervision, this position is responsible for management of the WIC office. The position also provides direct client services as well as limited nutrition and breastfeeding education/counseling.

### ***Supervisory Responsibilities:***

- None.

### ***Duties/Responsibilities:***

- Manage WIC office and front lobby
- Professionally administer all incoming calls as needed
- Manage participant communication in our WIC texting platform (teletask)
- Ensure phone calls are redirected accordingly to the appropriate employee
- Greet guests in a professional, friendly, hospitable manner
- Provide callers and visitors with information on agency services, agency address and phone number, website, and other related information
- Collecting and inputting eligibility requirements of applicants for program benefits according to policy
- Learn and use the WIC WISE Information system
- Attend meetings and trainings as required and requested by supervisor
- Knows and complies with all agency procedures as outlined in the New Employee Desk Guide and Employee Handbook
- Attends trainings and workshops as appropriate for position and as directed by supervisor
- Work towards the completion of the WIC Nutrition Assistant (WNA) certification over the span of 18-24 months of hire
- Typing, designing and proofreading general correspondence, memos, forms, charts, tables, graphs etc.
- Scheduling and organizing meetings, travel and conferences and provide Fiscal with appropriate purchase orders
- Attend program staff meetings when scheduled
- Ensuring master forms are complete and accurate. Ensure that forms are available for staff use
- Maintaining warranty information and maintenance records for WIC vehicle
- Update and maintain WIC Inventory using the LAIS database system
- Assists Program Coordinator with purchase of WIC supplies and materials
- Maintain participant confidentiality
- Learn and understand WIC policies and procedures
- Practice good judgment and participant confidentiality
- Prepare and schedule appropriate follow up contacts in nutrition education plan
- Determine WIC program eligibility
- Accurately document participants contacts, including enrollments, recertification and nutrition contacts
- Make decisions to disqualify participants based on eligibility requirements
- Assist in the reconciliation of the monthly inventory report
- Referrals to health and human services agencies as needed
- Provide outreach to the county

- Answer phones, schedule appointments
- Other duties as assigned.

***Required Skills/Abilities:***

- Average level of proficiency in Word, Excel, Google Suites and Internet e-mail
- Above average writing and communication skills
- Ability to learn resources available
- Willingness to learn about nutrition and breastfeeding education
- Demonstrated proficiency to learn lactation education skills
- Demonstrated proficiency to learn nutrition education counseling skills

***Education and Experience:***

- High school diploma or equivalent and 3 years' experience in comparable position
- 1 year experience providing case management and monitoring
- 2 years' office management experience
- 2 years' experience maintaining files and working with a filing system
- 2 years' experience record keeping
- 2 years' experience providing customer service or reception duties
- Must complete WIC Nutrition Assistant (WNA) training within eighteen to twenty-four months of date of hire

***Physical Requirements:***

- Prolonged periods sitting at a desk and working on a computer
- Must be able to lift up to 15 pounds at times

***Please note 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.***