



WIC Assistant

1101 West College Avenue • Spokane, WA 99201-2095 (phone) 509.324.1506 • (fax) 509.324.3604 • (TTY) 509.324.1464

**Spokane Regional Health District is a "Tobacco Free" Workplace*

*An Equal Opportunity, ADA Compliant Employer
Veterans and persons of disability encouraged to apply*

EMPLOYMENT BULLETIN: JOB #17-14

OPENS: March 10, 2017

DIVISION: Health Promotion

SCHEDULE: Full Time (40 hrs. /wk.) regular.

This registry may also be used for any additional WIC Assistant positions with similar qualifications, which may occur in the next 6 months

SALARY RANGE: WIC Assistant \$2323.48 – \$2965.44 per month. This is the full salary range for the position not including longevity pay. Starting salary will normally be WIC Assistant \$2323.48 per month. Position includes a generous benefits package.

REQUIRED APPLICATION DOCUMENTS (incomplete applications or those missing required documents may not be considered):

- Fully Completed SRHD Application
- Cover Letter
- Background check form
- Resume

POSITION DESCRIPTION: This position provides administrative support to WIC/Breastfeeding/Farmers Market programs. Working with minimal supervision, this position provides internal and external customer service and clerical support for programmatic needs. It requires excellent customer service skills, computer literacy, and the ability to make good judgments, effectively applying federal, state and local policies and procedures.

MINIMUM QUALIFICATIONS:

Required Education/Experience:
<ul style="list-style-type: none"> • High School Graduate or GED • Two years of experience in an office setting, emphasizing public contact, customer service, interpretation and explanation of regulations and involving general office work processes and use of office technology
Licensure/Certification
<ul style="list-style-type: none"> • Valid driver's license with insured vehicle available to travel to multiple locations, or other method of accessing work sites within a reasonable time.
Required Knowledge, Skills and Abilities:
<ul style="list-style-type: none"> • Knowledge of modern office machinery to include, but not limited to, computers, fax, phone, and copy machines. • Ability to work in a noisy office environment with infants and preschoolers. • Enthusiasm for excellent customer service. • Ability to diffuse difficult or highly charged situations. • Ability to multi-task and use good judgment about priorities in a busy office setting. • Interest and willingness to learn about prenatal, infant and child nutrition. • Flexibility to work effectively alone or with a team. • Flexible regarding work location, days, and times. Able to access whichever SRHD work site is assigned. • Flexible about assigned work schedule within a standard 8am-5pm, M-F work week • Ability to interact non-judgmentally with underserved, vulnerable and diverse populations. • Knowledge of Microsoft products such as Word, Excel, Outlook, etc. • Ability to learn and use software utilized at Spokane Regional Health District such as Novatime, Docuware, and CIMS.

For a detailed position description and application form, visit us at www.srhd.org or contact the office of Human Resource Services by mail or phone. Please see reverse side for additional application information.

This position is represented by Professional and Technical Employees union.

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MAJOR RESPONSIBILITIES:

CLIENT SERVICE DUTIES

- Prioritizes multiple tasks in busy office setting.
- Helps coordinate flow of clients to certifiers and registered dietitians
- Answers and routes telephone calls on multi-line phone system
- Provides information about WIC and other public health programs
- Determine eligibility by screening income, category and address
- Provides appointment reminders via phone and/or text
- Schedules appointments and communicates needs for necessary records
- Explains Farmers Market program and encourages participation
- Maintains up-to-date client demographic and endorser information
- Performs client functions in CIMS: presume eligible, prescreen, enroll, transfer in, transfer out, reinstate, terminate.
- Explains and issues WIC and Farmers Market checks according to set DOH WIC policies and procedures
- Accepts and reviews formula substitution forms and documents according to protocol.
- Completes child (2yrs and older) 2C appointments with script, handouts and direction from Registered Dietitian
- Directs technical breastfeeding and nutrition questions to BFPC, certifier, or registered dietitian
- Refers to SRHD and other community services and programs as needed

CLERICAL SUPPORT DUTIES

- Retains check stubs according to WIC records retention requirements
- Inventories manual checks monthly
- Prints, routes and/or processes mail and 20 day letters
- Retains charts and forms according to state and agency retention policies
- Inventories and orders supplies such as check stock, forms or office supplies
- Accepts deliveries and files packing slips
- Trains new WIC assistants
- Serves on interview team when invited
- Completes miscellaneous duties including; scheduling interpreters, preparing mailers, cleaning toys, etc.
- Scans documents for file retention into Docuware
- Troubleshoots computer and phone problems, contacting appropriate person for assistance when necessary
- Distributes and tallies surveys

OTHER DUTIES

- Serve as CIMS Administrator as needed
- Attends meetings and trainings for SRHD, WIC and landlord agency as needed
- Communicates relevant client concerns and office flow issues to clinic lead and supervisor
- Completes other duties as assigned
- Maintains confidentiality according to program and agency standards



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ENVIRONMENTAL FACTORS:

- Indoors, sedentary with 8 hours/day sitting or standing
- 8 hours/day keyboarding or typing at a computer terminal
- Communication skills to interact effectively with people
- Comprehend and process verbal communication
- Visual acuity to read small print
- Ability to bend, twist, stoop on a 0 regular or 1 occasional basis
- Ability to lift or carry up to 25 pounds on a 0 regular or 1 occasional basis
- Ability to type, file, and complete forms with or without accommodation
- Ability to operate a vehicle or otherwise access multiple sites in a timely manner
- Ability to work with moderate noise level in presence of young children and infants
- Ability to hear normal conversation, with or without accommodation

The work environment characteristics described above 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

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