

PROGRAM ASSISTANT - WIC

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent in this class performs a variety of duties designed to assist participants in making the most effective use of WIC Program (Special Supplement Food Program for Women, Infants and Children) services. There is substantial contact with clients, potential clients, the public and employees from other agencies, requiring ability to maintain effective relationships. Supervision may be exercised over clerical staff at a lower level. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Accepts and reviews applications for completeness;

Screens applicants for residency and income eligibility and enters documentation in participant records;

Reviews referral forms to ensure that data required for certification is complete and timely;

Schedules appointments, follows up on missed appointments;

Assigns tasks to and supervises the work of lower level clerical employees;

Prepares and issues WIC checks and completes required check reports; maintains security of WIC checks at all times;

Instructs participants in use of WIC checks;

Verifies, checks, and inputs data from various documents using computer terminals to maintain up-to-date records of participants and vendors;

Notifies participants - directly, by telephone, or by mail - of end of benefit period;

Assists in monitoring visits and training programs for WIC vendors;

Screens calls and visitors and handles routine problems (lost I.D. cards, etc.);

Refers problems requiring professional help to supervisor;

Provides general information about the program to the public;

Performs clerical work such as filing, answering telephones and taking messages, preparing participant files, etc., to maintain WIC services;

Maintains inventory and orders supplies.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Knowledge of current office practices and procedures; ability to plan and organize work; ability to work effectively with others and to relate well to persons of differing customs and backgrounds; ability to understand and carry out complex oral and written directions; ability to accept and utilize supervision; resourcefulness; accuracy; initiative; tact; good judgment; neat appearance; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either (a) one year of general office/clerical experience; or (b) completion of a one year business course at an approved college, business or secretarial school; or (c) a satisfactory equivalent combination of training and experience.