



Senior WIC Health Technician

Job Description

Department: Health
Position: Career Service
Grade: 504
Supervisory: Lead
Reports to: Division Director – WIC

Summary

Under general supervision of the Division Director – WIC, performs support duties designed to expedite day-to-day eligibility screening, basic health assistance, and associated record keeping for the Women, Infants, and Children (WIC) Program. Assists in training, overseeing, and coordinating WIC Health Technician job functions. Fills in for WIC Health Technicians as needed.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Perform data input relating to office functions.
2. Receive and screen office visitors and telephone calls; refer clients and callers to appropriate divisions and other county agencies; receive and direct client complaints; assist visitors and clients in accurately completing forms and applications.
3. Participate in initial client screening to assess program eligibility; complete computer intake processes; verify income, residency, and identity; ensure compliance with established policy; ensure accuracy of required documentation.
4. Make appointments for clients, ensuring they are given appropriate appointment(s) within required time frame; instruct clients on what they will need to bring to the appointment; document required actions such as appointment attendance, notification of ineligibility, and instructions that were given.
5. Print, reprint, and if necessary, void food vouchers; monitor voucher status and ensure accuracy of voucher record keeping; ensure clients sign for vouchers to maintain audit trail.
6. Establish and maintain various records including state and monthly reports; maintain organizational files of client operations and client records; maintain control files of matters in progress and follow up to ensure progression and completion of actions; process, sort, and distribute incoming and outgoing mail; copy documents.
7. Assist in training new employees; complete peer evaluations to provide input to the division director for the performance appraisal process.

For Office Use Only

Job Code: 6621
Job Title: Senior WIC Health Technician
FLSA: Non-Exempt
Effective Date: 3/14/2019
Public Safety: No

Worker's Compensation: clerical
Background Level: II
Safety Sensitive: No
DOT: No
ML: Individual Contributor

8. Process office actions requiring technical knowledge and several steps for completion such as archiving of files or resolving state reports; scan images and documents to store, modify, and retrieve by computer.
9. Type letters, statements, narrative and statistical reports, minutes, agendas, and other documents as required; prepare recurring reports for supervisor's signature.
10. Coordinate office procedures and practices to assist in overall clerical and administrative support for clinic operations; monitor efficiency of various record keeping and maintenance functions including security and storage and destruction; ensure clinic compliance with confidentiality procedures; arrange for proper archiving of files, reports, and records.
11. In conjunction with clinic administration, plan monthly calendar for client appointments and enter into the computer system; print and post copies; monitor for appropriateness of client scheduling and to ensure clinic needs are met.
12. Proofread documents, correspondence, and data input reports of others for correctness, clarity, and completeness; coordinate work schedules to ensure proper staffing and coverage; provide training and assistance; observe and report on the work performance of others and make appropriate suggestions for additional training.
13. Establish and maintain a variety of files and records including state and monthly reports; monitor State Voided Voucher Error Report to eliminate repeat incidents; oversee ongoing accountability for voucher program.
14. Inventory and order office or other supplies; monitor and balance petty cash account.
15. Perform the WIC Health Specialist I and WIC Health Specialist II essential job functions as required due to incapacity, illness, or other times when staff are unable to come to work.

Knowledge, Skills, and Abilities

- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Knowledge of Health Department policies and procedures and laws, codes, or regulations relevant to work performed
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, and basic spreadsheets
- Skilled in basic bookkeeping
- Skilled in using various software programs unique to the Health Department and/or WIC
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing
- Ability to understand broad objectives and follow general instructions
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to multi-task
- Ability to train and lead others

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Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment, other environmentally controlled room, or in a busy clinic. This job requires frequent contact with the public which exposes incumbents to others' illnesses and to individuals that may be angry, agitated, or otherwise upset. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

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 use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type/ Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although infrequent out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. Five (5) years of general clerical support work experience of which two (2) years directly relate to duties described above.
3. Equivalent combinations of education and experience may also be considered.

Additional Eligibility Qualifications

1. Selected applicants must pass a typing test at or above the rate of forty (40) WPM net.

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2. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.

Selected applicants shall be strongly encouraged to receive immunizations according to the Center for Disease Control and/or County Health Department Policy

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

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 of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Below is to be completed after an offer has been extended and accepted.

Signatures

This job description has been approved by all levels of management:

Manager _____

Department Head _____

HR Director _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position

Employee _____ Date _____

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