



# Senior WIC Health Technician

## Job Description

Department: Health  
Position: Career Service  
Grade: 718  
Supervisory: Lead  
Reports to: Office Supervisor – WIC

### Summary

Under general direction of an Office Supervisor – 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 with training, overseeing, and coordinating WIC Health Technician I/II job functions. This advanced level requires considerable knowledge of the policies, procedures, and law affecting the work. Incumbents at this level are capable of training and leading others. Performs WIC Health Technician I/II duties, as needed.

### Essential Functions

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

1. Schedule appointments for clients; ensure appointments are scheduled within required time frame; instruct clients on what they will need to bring to the appointment; document appointment attendance.
2. Participate in initial client screening to assess eligibility for WIC programs; complete computer intake processes; verify income, residency, and identity; ensure compliance with established policy and accuracy of required documentation.
3. Perform data input related to office functions.
4. Receive and screen office visitors and telephone calls; refer clients and callers to appropriate divisions and other county agencies or departments; receive and direct client complaints.
5. Assist visitors and clients with accurately completing forms and applications.
6. Issue WIC food benefits on the eWIC card per policy; ensure proper documentation of benefits distributed; receive and verify incoming food vouchers or EBT cards to aid audit trail.
7. Establish and maintain files and records, including state and monthly reports; maintain organizational files of client operations and records; maintain control files of matters in progress and follow up to ensure progression and completion of actions; documents, as needed.
8. Prepare "Alleged Abuse" forms generated from state WIC reports in preparation for investigation of potential program abuse; initiate action to resolve program abuse; contact and

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Background Level: II  
Safety Sensitive: No  
DOT: No  
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interview clients to determine whether fraud occurred and implementing corrective action according to state policy.

9. Assist with training new employees; observe and report on work performance of others and make appropriate suggestions for additional training; complete peer evaluations to provide input to the division director for the performance appraisal process.
10. Coordinate work schedules to ensure proper staffing and coverage.
11. Coordinate with management team to plan and conduct training meetings for Health Technicians.
12. Perform duties that require technical knowledge and multiple steps for completion; archive files and resolve issues related to state reports; scan images and documents to store, modify, and retrieve by computer.
13. Ensure equipment calibration is completed and documented on a monthly basis.
14. Type letters, statements, narrative and statistical reports, minutes, agendas, and other documents, as required; prepare recurring reports for supervisor's signature.
15. Coordinate office procedures and practices to assist with overall clerical and administrative support for clinic operations; monitor efficiency of record keeping and maintenance functions, including security, storage, and destruction.
16. Ensure clinic compliance with confidentiality procedures; arrange for proper archiving of files, reports, and records.
17. In conjunction with clinic administration, plan monthly calendar for client appointments; schedule appointments in the computer system; print and post copies of schedules; monitor for appropriateness of client scheduling and to ensure clinic needs are met.
18. Provide document quality control; proofread documents, correspondence, and data input reports for correctness, clarity, and completeness.
19. Process, sort, and distribute incoming and outgoing mail.
20. Inventory and order office or medical supplies.
21. Monitor and balance petty cash account.
22. Work effectively as a team member with the other members of division and department staff
23. Perform duties of WIC Health Specialist I/II, as needed.

### **Knowledge, Skills, and Abilities**

- Knowledge of basic first aid
- 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

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- 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 maintain professionalism while discussing private and sensitive matters
- Ability to maintain confidentiality
- 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 effectively
- Ability to train and lead others
- Ability to type accurately and at an acceptable rate, based on job duties

### **Supervisory Responsibility**

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

### **Work Environment**

Work is performed in a clinical environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. While performing the duties of this job, the employee is exposed to cleaning chemicals. Work requires use of protective devices, including masks, goggles, and/or gloves. This job requires frequent contact with the public, which exposes incumbents to others' illnesses, including contagious or infectious diseases, and to individuals who may be angry, agitated, or otherwise upset. The noise level in the work environment is moderate to loud due to regular noise from crying children. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

### **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.

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**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 some 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, including two (2) years of WIC experience.
3. Equivalent combinations of education and experience may also be considered.

**Preferred Education and Experience**

1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.
2. Preference may be given to applicants who possess certification in cardio-pulmonary resuscitation (CPR) and first aid, or equivalent.

**Additional Eligibility Qualifications**

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.
3. Selected applicants shall follow UCHD immunization and TB policy for healthcare workers.

**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.

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**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee \_\_\_\_\_ Date \_\_\_\_\_

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