



**Position Information:**

Position Title	WIC Clerk
Wage/Salary Range	\$16.36-\$24.13/hour DOE
FLSA Status	Non-exempt
Employment Status	Full-time
Probationary Period	12 months
Training Period	6 months
Primary Location(s)	CHS Annex @ 2370 Gable Road, St. Helens
Secondary location(s)	Satellite clinics as assigned
Supervisor	WIC Coordinator

**Position Description Summary**

The WIC Clerk is responsible for all clerical duties associated with program functions. Duties include general office tasks and program-specific assignments such as client records maintenance and initial eligibility screenings.

The WIC Clerk will work in the Columbia Health Services Annex and as assigned at satellite clinics throughout the county.

The WIC Clerk will be required to work cooperatively with families, community partners, and other CHS staff.

**Job Duties:**

<b>Key Accountability</b>	<b>Customer Service</b>
Duty Statements	<ul style="list-style-type: none"> <li>• Greet clients, answer questions, and assist families in a friendly and courteous manner both on the phone and in person</li> <li>• Maintain client communication, including texting services and weekly mailings</li> <li>• Cooperate with certifiers to insure effective clinic flow</li> <li>• Help build and maintain effective relationships with community partners</li> <li>• Other customer service and outreach duties as assigned</li> </ul>
Approximate Percentage of time	80% Concurrently



<b>Key Accountability</b>	<b>Technology Literacy</b>
Duty Statements	<ul style="list-style-type: none"> <li>• Proficient in TWIST, the state-wide WIC computer program</li> <li>• Proficient in other work-related technology including Shopify and WIC Direct</li> <li>• Maintain client texting services</li> <li>• Maintain social media pages</li> <li>• Participate in on-going trainings as needed</li> </ul>
Approximate Percentage of time	80% Concurrently
<b>Key Accountability</b>	<b>Trainings &amp; Competencies</b>
Duty Statements	<p>The WIC Clerk will complete trainings and demonstrate competencies in:</p> <ul style="list-style-type: none"> <li>• Program overview and integrity</li> <li>• Communication</li> <li>• Multicultural awareness</li> <li>• Critical thinking</li> <li>• Community resources and referrals</li> </ul>
Approximate Percentage of time	20%

Expectations for all WIC and CHS staff include:

- Ability to work well with internal (coworkers, patients, clients) and external (community partners) people is essential
- Utilization of agency tools and resources to maximize efficiency is critical (Google calendars, online order requests, email lists, etc.)
- Shall uphold the code of ethics in every interaction
- Shall represent CHS professionally by being prepared, arriving on time, being engaged in the activity, and communicating factual information
- Must participate in all relevant site reviews
- Take responsibility for requesting additional training needs immediately
- Expected to keep workspace functional, sanitary & presentable for others to use
- Attend monthly staff meetings and quarterly program meetings.
- Maintain strict confidentiality of all patient information at all times.
- Other duties as assigned.

Minimum Education Level Required	High school diploma or GED equivalent
Minimum experience level required	Basic secretarial skills are required for hire. Further program-specific training will be provided. Additional trainings will be assigned as needed.
Amount of supervision received by	As needed



the employee	
Analytical skill required	Critical listening skills necessary
Level and budget volume of financial responsibility/accountability	None
Impact of actions carried by this position	Each client interaction contributes to the reputation of CHS and WIC (locally, statewide and nationally)
Diversity and complexity of the supervision exercised	No supervisory responsibilities
Scope of the human resources impact of this position	No human resources responsibilities
Level and Nature of internal contacts	Work collaboratively with the CHS team daily. Working knowledge of CHS services to support referral processes
Level and Nature of external contacts	As assigned

Employee

\_\_\_\_\_  
Signature Date

Supervisor

\_\_\_\_\_  
Signature Date

Administrator

\_\_\_\_\_  
Signature Date