

Jurisdictional Class: Competitive
Adopted: February 9, 1989
Revised: August 20, 2010

WIC PROGRAM AIDE/TYPIST

DISTINGUISHING FEATURES OF THE CLASS: This is routine clerical work involving a substantial amount of typing and nonprofessional public information tasks involving the dissemination of information regarding WIC eligibility, WIC benefits, and WIC vouchers. The majority of work is performed in clinic settings throughout the county. Excepting the ability to type, this class is equivalent to that of WIC Program Aide. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Types material from copy, rough draft, dictaphone cylinders, and other detailed instructions;
Types forms, form letters, transcripts, invoices, vouchers, records, payrolls, reports, index cards, and similar materials and checks for clinical accuracy and completeness;
Makes arithmetical computations, compiles and types simple statistical reports;
Files correspondence, memoranda, reports, and other material;
Operates typewriter, computers, copying machines, fax machines, scanners, laminators, calculators, and other office equipment;
May act as receptionist and telephone console operator;
Provides information to individuals and groups regarding services available through the WIC Program;
Assists clients in completing necessary forms and vouchers for food supplied by WIC;
Issues WIC vouchers and maintains security of WIC vouchers and client records;
Assesses client eligibility by verifying income records and reviewing medical referral and dietary intake records;
Provides information to clients and prospective clients regarding eligibility determination;
Attends staff meeting for policy updates and input;
Keeps records as appropriate.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of the programs and services available through the WIC Program;
Working knowledge of the design, methods, and implementation of the local WIC Program;
Working knowledge of office terminology, procedures, and equipment;
Working knowledge of business arithmetic and English;
Ability to relay information on an individual and group level;
Ability to understand and follow instructions;
Ability to perform detailed clerical duties;
Ability to work quickly and efficiently under pressure;
Ability to type accurately at an acceptable rate of speed;
Sensitivity to individual client needs.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in a public service or private agency in customer service or relations which shall have included typing.

*A qualifying typing examination will be required at an acceptable rate of 35 words per minute.

SPECIAL REQUIREMENT: Certain assignments made to employees in this class will require reasonable access to transportation to meet field work requirements made in the ordinary course of business in a timely and efficient manner.