

Jurisdictional Class: Competitive  
Adopted: December 9, 1977  
Revised: August 20, 2010

**WIC PROGRAM AIDE**

**DISTINGUISHING FEATURES OF THE CLASS:** This work involves a variety of clerical duties 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 through the county. The incumbent does related work as required.

**TYPICAL WORK ACTIVITIES:** (Illustrative only)

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;  
Makes arithmetical computations and compiles simple statistical reports;  
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 meetings 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 business arithmetic and English;  
Ability to relay information on an individual and group level;  
Ability to understand and follow oral and written instructions;  
Ability to perform detailed clerical duties;  
Ability to work quickly and efficiently under pressure;  
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.

**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.