

Jurisdictional Class: Competitive
Adopted: April 5, 1989
Revised: July 30, 2010

SENIOR WIC PROGRAM AIDE

DISTINGUISHING FEATURES OF THE CLASS: This is moderately difficult and varied clerical work requiring a general understanding of specific law, office rules, procedures, and policies as well as the dissemination of information regarding WIC eligibility, WIC benefits, and WIC vouchers. Work is performed in clinic settings throughout the County as well as the WIC Office. Positions of this class are identified by the extent of assigned responsibility and the scope of freedom of action allowed in completing assigned duties. For the most part, work is performed under general supervision. Supervision may be exercised over the work of subordinate WIC employees. The incumbent does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Assigns work, reviews and records work done, and trains new employees in regard to check production and general operation of the WIC Unit;
Screens new applications for WIC services to determine diet and/or medical and income qualifications and schedules for enrollment if eligible;
Oversees the distribution of New York State WIC checks, reviewing and resolving any discrepancies for all reports pertaining to check issuance in order to provide clear audit information;
Ensures accuracy in form sent to New York State WIC Division in order to generate WIC checks;
Manages day to day operation of WIC Main Office;
Reviews all files of no show participants and reschedules, if applicable;
Sets up schedules for check pick up clinic and reviews files to determine accurate amount of checks to be issued;
Issues appointments to participants;
Reviews and compiles vendor reports to and from the New York State WIC Division;
Enrolls, trains, and monitors all WIC vendors and resolves problems and/or inquire from or about vendors, WIC regulations, or clients;
Collects and completes statistics and other related information;
Oversees and participates in the processing, sorting, indexing, recording, and filing of a variety of records and reports;
Operates copy machine, computer, calculator, and other office equipment;
Answers the telephone and gives out routine information;
Prepares and maintains a variety of reports and records.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES & PERSONAL CHARACTERISTICS:

Good knowledge of the program and services available through the WIC Program;
Good knowledge of the design, methods, and implementation of the local WIC Program;
Good knowledge of office terminology, procedures, and equipment;
Good knowledge of business arithmetic and English;
Ability to understand and carry out written and oral instructions;
Ability to supervise the work of others;
Ability to get along well with others;
Ability to work quickly and efficiently under pressure;
Sensitivity to individual client needs;
Clerical aptitude;
Sound judgment.

Senior WIC Program Aide

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and three (3) years of clerical experience.

NOTE: Secretarial training beyond high school may be credited on a year-for-year basis.

SPECIAL REQUIREMENTS: 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.