



COUNTY OF NYE

CLASS TITLE: WIC CLERK

BASIC FUNCTION:

Under direction of Department Management, performs clerical support in accordance with the established guidelines; provides client intake, computer input, verification of patient appointments, schedules appointments, screens calls for program eligibility and prepares client files. Provides a variety of office support to the WIC Eligibility Clerical Workers, which may include typing, education of benefits and termination, receptionist duties, record keeping and filing, as well as, conducting various outreach activities in the community and surrounding areas

REPRESENTATIVE DUTIES: *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the representative duties).*

1. Performs general clerical work such as but not limited to typing, filing, answering telephones, inputting, ordering and maintaining supplies, answering and greeting clients.
2. Assist clients in completing required forms and questionnaires, observe clients signing EBT receivable log and make appointments.
3. Develop and maintain a good rapport with the State of Nevada, other WIC agencies, County departments and outside agencies.
4. Refers clients to other agencies and perform outreach.
5. Receives and screens visitors and telephone calls and takes messages; provides factual information regarding County or departmental activities and functions which may require the explanation of rules, policies and/or procedures.
6. File documents in designated client files and retrieves records and information upon request.
7. Posts fiscal or other records to appropriate departments in accordance with operating procedures.
8. Maintains a variety of administrative records and accounts.
9. Operates standard office equipment, including, computers, facsimile equipment and central telephones; may operate other departmental-specific equipment after training.
10. Performs such office support activities as opening and distributing mail, processing outgoing mail and making travel arrangements.
11. May be required to operate a motor vehicle to various locations throughout the County.

12. Gain knowledge of WIC office, County and/or departmental procedures.

KNOWLEDGE, SKILLS AND ABILITIES:

Techniques for dealing with the public, in person and over the telephone; basic computer applications related to the work; basic office practices and procedures. Knowledge of programs within the department as well as those offered by other County, State, Federal and private organizations; ability and skill to interact with people of different social, economic and ethnic backgrounds.

EDUCATION AND EXPERIENCE:

Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is: Graduation from high school or a G.E.D. equivalency, and six (6) months general clerical or related experience. Must complete all State required WIC Training.

LICENSES:

Valid Nevada Driver's License. May require basic CPR.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

Not applicable.

CONTACTS:

General public, co-workers, supervisor, other state and local agency personnel.

PHYSICAL EFFORT:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Normal clerical environment—subject to lifting boxes and files.

WORKING CONDITIONS:

May be required to drive to assist in WIC clinics in other Nye County towns. Will be required to work the mornings on the second Saturday of each month. Will be required to attend trainings out of the Pahrump area and may require extended overnight stays.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer. Mobility to work in a typical office setting and use standard office equipment, vision to read printed materials and a VDT screen, and hearing and speech to communicate in person or over the telephone. Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.