

Fulmont Community Action Agency

Job Description

JOB TITLE: Clerk
DEPARTMENT: WIC
REPORTS TO: WIC Program Director
FLSA STATUS: Non-Exempt
PREPARED BY: Stella Zanella
APPROVED BY: Denis E. Wilson, Sr.
APPROVAL DATE: February 19, 2021

SUMMARY

Responsible for general office work in addition to assisting and performing duties for WIC participants by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Assists with obtaining on-line screening information to determine the program eligibility for new and existing participants in the WIC Program.

Prepare mailings, answer phones, deliver messages and make appointments for participants.

Provides WIC participants with basic program knowledge.

Achieve and maintain quality customer service satisfaction and protect the participants and WIC agency confidentially.

Perform anthropometry and hematological testing (Bloodless System).

Maintain confidentiality of client information according to Local Agency, Federal and State Policy procedures.

Completely understanding of NYS WIC Policy and Procedure Manual

Operates various office machines (computer, fax, copier, multi-line phone, Masimo Bloodless System etc.) in performing general office work.

Assists with record keeping, maintain electronic card security/inventory.

Perform outreach in the community, including in participating in health fairs to promote the WIC Program and Agency.

Adhere to all agency safety policies, as well as any State, Federal, or other applicable regulations.

SUPERVISORY RESPONSIBILITIES

None

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED) and one to three months related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and comprehend simple instructions, short correspondence and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the agency.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units or measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

Current and valid driver's license required.

PHYSICAL DEMANDS

The employee must possess the physical ability to perform the essential functions of this job. Individual must be able to lift 40 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

SIGNATURE AUTHORITY

Specific forms, referrals, releases, notices and reports.