

RACINE/KENOSHA COMMUNITY ACTION AGENCY, INC.  
JOB DESCRIPTION

Job Title: WIC Clerk II  
Responsible to: Kenosha Director  
Salary Range: \$14.67/hr. - \$22.00/hr.

This is a non-exempt 40 hr./wk. 52 wk./yr position unless programmatic needs dictate or require otherwise.

EMPLOYMENT REQUIREMENTS AND QUALIFICATIONS

1. High school graduate with minimum two years' office experience.
2. Good working knowledge of all office procedures, including developing accurate and usable files.
3. Ability to organize and carry out tasks and maintain a coordinated work flow
4. Ability to maintain all necessary reporting and communications procedures.
5. Ability to use job-related medical equipment such as scales and measuring boards, and blood lancets.
6. Ability to relate effectively to a variety of people and maintain confidentiality.
7. Good oral and written communication skills.
8. Excellent customer service skills.
9. Willingness and ability to learn; including the conscientious improvement of existing skills, as well as the acquisition of new ones.
10. Valid Wisconsin driver's license, access to a motor vehicle during working hours, and appropriate insurance.

DUTIES AND RESPONSIBILITIES

1. Operate computer and related equipment as required. Maintain quality control and equipment maintenance records.
  2. Perform client Registration, Intake, and Benefit Issuance, including the following: Verify personal identification, income eligibility and residence. Perform food Benefit Issuance and instruction to WIC participants. Maintain security of eWIC cards. Maintain confidentiality at all times.
  3. Schedule and (Reschedule) appointments for WIC participants in accordance with program policies and procedures.
  4. Assist with answering the phone and returning messages in a timely manner.
  5. On a rotating schedule, ensure Clerk of the Week activities are completed per the daily and weekly checklist.
  6. Provide Health Screening activities, including weight, height/length measurements, hemoglobin and lead testing in accordance with program policies and procedures.
  7. Ensure all-in house WIC forms are printed with a professional appearance. Maintain stock and order state WIC certification material as needed.
  8. Other duties as required or assigned.
- If requested, reasonable accommodations will be made for person with disabilities for any part of the employment process in accordance with the Disabilities Act of 1990.

**EQUAL OPPORTUNITY, AFFIRMATIVE ACTION EMPLOYER**

Revised 4/2022