



Winnebago County

The Wave of the Future

JOB POSTING

POSITION TITLE: Administrative Associate III-WIC Program

LOCATION: Public Health

HIRING RANGE: \$19.24-\$21.38/Hr.

STATUS: Full time

HOURS PER WEEK: 40

WORK HOURS: 8:00 am – 4:30 pm

APPLICATION DEADLINE: Recruitment will be ongoing

Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).

WINNEBAGO COUNTY POSITION DESCRIPTION *December 2023*

POSITION TITLE: Administrative Associate III – WIC Program

DEPARTMENT: Public Health – WIC Program

PAY BASIS: Hourly

PURPOSE AND SUMMARY:

Provides administrative, programmatic, and technical support functions to Women, Infants and Children (WIC) program staff and the public, ensuring that confidentiality regarding clients and other business is always maintained, work is completed efficiently and timely that individuals are assisted promptly and courteously, and that work flows cooperatively with fellow support staff members.

ESSENTIAL FUNCTIONS:

1. Functions as an onsite receptionist to answer phones, email communication, greet and meet the needs of the WIC participants. Provide comprehensive application services (intake, income eligibility, scheduling, etc.), ensuring confidentiality and accurate data entry for remote and in person services.
2. Conducts basic health screenings including but not limited to oral swab, finger-stick blood testing for iron and lead, and height, length, and weight.

3. Serves as primary contact for WIC and/or Farmers' Market Nutrition Program vendors (grocery stores, pharmacies, farmers) in the project service area. Provides training and routine monitoring to WIC vendors and/or farmers as requested by the state WIC program and the Local WIC agency supervisor.

ADDITIONAL ESSENTIAL DUTIES:

1. Issues WIC and Farmers Market benefits to eligible participants.
2. Processes transfer of certification for in-state and out-of-state WIC families.
3. Schedules appointments and follow-up visits for WIC participants. Provides reminders by phone and text message. Requests language translation as needed.
4. Ability to monitor clinic schedules to support remote and in person services.
5. Assists with the creation and modification of daily clinic schedules to support staffing levels and client needs in both the Neenah and Oshkosh WIC clinics as directed by the WIC program supervisor.
6. Performs duties related to various agency related databases (Intake Q, etc.), data entry and maintenance of confidential health information.
7. Monitors and maintains documentation related to state and local programs that provide referrals to WIC and follows program guidelines.
8. Maintain WIC bulletin boards and other public informational materials including list of community resources for the public.
9. Prepares, distributes, and maintains documentation related to diapers inventory and distribution for participants.
10. Runs reports from the ROSIE, WIC electronic medical, record and data system.
11. Conducts inventory of office, program, and medical supplies and orders supplies as needed.
12. Maintains WIC lab, anthropometric, and hematological equipment following sanitation procedures as well lobby area.
13. Provides cross coverage for other administrative associates in the department.
14. Report to work as called upon 24/7 in a public health crisis or emergency and perform public health emergency response duties as assigned and consistent with training provided.
15. Performs other related duties as may be assigned.

WORK RELATIONSHIPS:

1. Reports to WIC Program Manager.
2. Works with WIC program staff, Health department support staff, and the public.

REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:

1. High School diploma or equivalency.
2. A minimum of two years in relevant administrative experience which includes public contact; or
3. An associate's degree in a related clerical/administrative field in combination with some experience and working knowledge of office procedures, which provides the required knowledge, skills and abilities for the position is preferred.
4. Valid Wisconsin Driver's License.
5. Access to a motor vehicle and commitment to meet and maintain the County's automobile insurance requirements.

KNOWLEDGE, SKILLS, AND ABILITIES:

1. Ability to provide outstanding customer service with internal and external customers
2. Ability to communicate effectively orally and in writing.
3. Ability to successfully work with diverse populations and demonstrate cultural humility.
4. Ability to establish and maintain effective working relationships with employees, community leaders, general public, other county departments, agencies and state officials and work with persons with varying levels of education, understanding, and values.
5. Working knowledge of Microsoft Office Suite, Google Suite, and teleconferencing platforms. Demonstrates ability and willingness to learn and competently implement new applications, conduct internet-based research, and other office technological platforms.
6. Knowledge in utilizing teleconference communication programs such as Zoom or Teams.
7. Ability to apply time-management skills, exercise independent judgment, and prioritize workload.
8. Ability to organize work and work productively with indirect supervision in a highly visible public sector.
9. General knowledge of office terminology, practices, procedures and equipment.
10. Ability to maintain confidentiality, receive and provide information without judgment or prejudice, and be highly accountable with personal information.
11. Ability to accurately enter data into specialized computer programs.
12. Ability to file information properly and consistently and enter data into specialized computer programs.
13. Ability to receive initial screening information and document accurately and efficiently.
14. Ability to prepare various office correspondences efficiently.
15. Ability to link clients to needed WIC and public health service needs.
16. Ability to take anthropometric measurements accurately and perform finger stick to check for iron and lead values.
17. Ability to work with members of the public who exhibit challenging, atypical or hostile behaviors or communication.

PHYSICAL REQUIREMENTS:

1. Ability to perform most work from a sedentary position.
2. Ability to function in situations encountered in a normal office setting.
3. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
4. Ability to travel to other County departments and locations.
5. Ability to work in adverse weather conditions, and uncomfortable indoor environments during a public health crisis or emergency. Work performed in the community is sometimes subject to conditions that range from inclement weather to dangerous conditions such as ice/snow, cold, heat, noise, wetness/humidity, vibration, sudden temperature changes, and poor illumination at the job site or due to travel on the job. Travel to and from field locations may subject worker to increased risk of driving hazards. Community locations may subject worker to communicable diseases, insects and other disease vectors, toxins, hazardous materials, chemicals and animals.
6. Ability to effectively communicate with others in person and over the phone.
7. Visual ability must be sufficient to read typewritten documents, computer screen and drive a car.