



**Public Health**  
Prevent. Promote. Protect.

# VICTORIA COUNTY

## PUBLIC HEALTH DEPARTMENT

### WIC PROGRAM (Women, Infants, and Children)

2805 N. Navarro Street \* Victoria, TX 77901

**Position: WIC Clerk III**

**Full Time Position with benefits**  
**Salary: \$13.33 - \$16.00**

**Non Exempt**  
**Open until filled**

### SUMMARY

Employee performs clerical work in a busy office environment. Work involves multiple duties including: the determination of eligibility of potential participants, computer data entry, benefits issuance functions, and education classes. Work includes providing services to a community that is diverse in culture and income while maintaining privacy standards as well as providing exceptional customer service. Employee must participate in out-of-town WIC clinics and work occasional evening and weekend hours. Capable of bilingual (English/Spanish) communication is preferred.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

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.

- Accurately document all time worked.
- Report directly to WIC Program Administrator.
- Greet participants and answer questions.
- Assist in answering phone calls and verifying appointments.
- Take applications and pull up electronic records for certification appointments.
- Check participants in for class or certification appointments.
- Verify all aspects of information for participant eligibility.
- Verify identification of the participant per Texas Health and Human Services (HHSC) WIC policy.
- Verify proof of address in accordance with HHSC WIC policy.
- Verify proof of income, or gateway program participation, of participant in accordance with HHSC WIC policy.
- Calculate household income using simple mathematical equations and guidelines.
- Collect participant data and enter into WIC computer system.
- Weigh and measure each participant.
- Provide participants with required handouts and make appropriate referrals.
- Scan and load client documentation into WIC computer system.
- Explain detailed rights and responsibilities to each program applicant/participant.
- Issue electronic food benefits to participants in accordance with HHSC WIC Policy.
- Provide listing of vendors, that accepts WIC, to participants.
- Print participant issuance receipts and file accordingly.
- Explain benefits and WIC ID card to participants.
- Void and replace electronic food benefits when necessary in accordance with HHSC WIC policy.
- Assign return appointments according to local procedures and keep records current.
- Issue new WIC cards and accurately maintain WIC Card inventory.

- Check records daily for HHSC WIC Policy compliance.
- Cross-train to teach nutrition education and breastfeeding classes.
- Translate for Certifying Authority when counseling non-English speaking participants.
- Assist Certifying Authority with difficult children.
- Prepare handouts for participant education.
- Assist co-workers in any needed area.
- Load and unload equipment and supplies for out-of-town clinics.
- Drive WIC vehicle to out-of-town clinic sites.
- Set up work area at out-of-town clinic sites.
- Assist with breakdown and cleaning of out-of-town clinic sites.
- Assist with Outreach duties.
- Perform other duties as assigned.
- Absolute client confidentiality is expected, and breach of such is grounds for immediate termination.

### **SUPERVISORY RESPONSIBILITIES**

- None.

### **EDUCATION AND/OR EXPERIENCE**

- Education equivalent to graduation from an accredited high school.

### **LANGUAGE SKILLS**

- Ability to read a limited number of two and three syllable words and to recognize similarities and differences between words and between series of numbers.
- Ability to print and speak simple sentences.
- Ability to speak Spanish is strongly preferred.

### **MATHEMATICAL SKILLS**

- Ability to add and subtract two digit numbers and to multiply and divide with 10's and 100's.
- Ability to perform these operations using units of American money and weight measurement, volume, and distance.

### **REASONING ABILITY**

- Ability to apply common sense understanding to carry out simple one or two step instructions.
- Ability to deal with standardized situations with only occasional or no variables.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid Texas Driver's License.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Sit at a desk, talk, and/or hear over 2/3 of the time.

- Stand, walk, reach with hands and arms, climb or balance, stoop, kneel, crouch, crawl, taste and/or smell under 1/3 of the time.
- Up to 25 pounds lifting under 1/3 of the time.
- Over 25 pounds lifting none of the time.
- Close vision, at 20 inches or less, and distance vision, at 20 feet or more, is required, with or without correction.

## **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 majority of the essential job duties are performed indoors as well as in areas where universal precautions apply.
- Employee may be exposed to indoor temperature fluctuations.
- Exposure to wet or humid conditions, work near moving mechanical parts, work in high or precarious areas, fumes or airborne particles, toxic or caustic chemicals, outdoor weather conditions, extreme cold (non-weather), extreme heat (non-weather), risk of electric shock, work with explosives, risk of radiation, and/or vibration occurs none of the time.
- Exposure to moderate noise levels.
- May be exposed to upset or irate citizens.

Apply to Human Resources, Victoria County Courthouse. EEOE. No phone calls please. Applications are required. Employment Applications can be found online under the employment jobs link or [www.vctx.org/employment](http://www.vctx.org/employment).

Victoria County Human Resources  
115 N. Bridge St., Room 127  
Victoria, TX 77901