



Victoria County, TX

POSITION PROFILE

Position Title:	Clerk III	Effective Date:	April 2026
Department:	Health - WIC	Division:	WIC Program
Accountable to:	WIC Director	Status:	Non-Exempt
Salary:	\$15.63 - \$18.37		

Primary Objectives

The WIC Clerk III provides a high level of customer service to program participants and applicants, screens and calculates applicant eligibility, processes program documentation, enters data, and issues benefits to clients while maintaining compliance with federal and state guidelines. This position also answers phones, schedules participants' appointments, participates in community outreach, and travels to out-of-town satellite WIC clinics to service participants in surrounding counties.

Supervision Received

Work is performed under the moderate supervision of the WIC Director.

Supervision Exercised

None.

PRIMARY DUTIES AND RESPONSIBILITIES

1. Accurately document all time worked.
2. Report directly to WIC Director.
3. Greet participants and answer questions.
4. Answer phones, verify and schedule appointments, and take applications.
5. Check participants in for appointments and multitask to assist in clinic flow.
6. Verify all eligibility documents for residency, identification, income, and immunizations in accordance with Texas Health and Human Services (HHSC) WIC policy.
7. Collect participant data and enter into WIC computer system.
8. Weigh and measure each participant.
9. Provide participants with required handouts and make appropriate referrals.
10. Scan and load client documentation into WIC computer system.
11. Explain detailed rights and responsibilities to each program applicant/participant.
12. Issue electronic food benefits to participants in accordance with HHSC WIC Policy.
13. Explain use of Texas WIC Card and WIC Food Benefits to clients.
14. Provide information on WIC Food Vendors to participants.
15. Provide participant issuance receipts and file accordingly.
16. Void and replace electronic food benefits, when necessary, in accordance with HHSC WIC policy.
17. Issue WIC benefits cards and accurately maintain WIC Card inventory.
18. Provide and explain handouts for participant education.
19. Maintain quality assurance standards for HHSC WIC Policy compliance.
20. Participant in community outreach activities.
21. Translate for Certifying Authority when counseling non-English speaking participants.
22. Assist Certifying Authority with difficult children.
23. Assist co-workers in any needed area.
24. Load and unload equipment and supplies for out-of-town clinics.
25. Drive WIC vehicle to out-of-town clinic sites.

- 26. Assist with setup, breakdown and cleaning of out-of-town clinic sites.
- 27. May be asked to take on other responsibilities as needed to support the team and department.

MINIMUM QUALIFICATIONS

- High School Diploma/GED and moderate (1-3 years) experience required.
- Valid Texas Driver’s License and proof of automobile liability insurance.

WORKING CONDITIONS

The characteristics listed below are representative of the physical demands, physical agility, sensory requirements, and environmental exposures required by an individual to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

- Employees sit most of the time but may walk or stand for some periods of time.
- This is light work requiring some physical agility such as: climbing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, repetitive motions and manual dexterity.
- Sensory requirements include standard vision requirements, ability to convey detailed or important instructions to others accurately, loudly or quickly, and standard hearing requirements - hear information at normal spoken word levels.

Physical Exertion (Pounds)	
Up to 10	Frequently
Up to 25	Frequently
Up to 50	Occasionally
Up to 100	Seldom or never
100 or more	Seldom or never

Environmental Exposures	
Work near moving mechanical parts	Seldom or never
Work in high, precarious places	Seldom or never
Toxic or caustic chemicals	Seldom or never
Outdoor weather conditions	Frequently
Extreme Cold, non-weather	Occasionally
Extreme Heat, non-weather	Occasionally
Noise Level	Moderate

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.