



Madison County Health Department

◇ 493 Medical Park Drive ◇ Marshall, NC 28753 ◇

◇ Tel: 828-649-3531 ◇ Fax: 828-649-9078 ◇

www.madisoncountyhealth.org

Tammy Cody, MHS
Health Director

Melissa Robinson, MD
Medical Director

VACANCY ANNOUNCEMENT

TITLE: Processing Assistant III

GRADE: NC 0040

SALARY: \$ 12.00 per hour

DESCRIPTION OF WORK:

Perform clerical work for the Supplemental Food Program, Women, Infants, and Children (WIC). The Processing Assistant III will work closely with the WIC Director. This position requires excellent customer service skills, office practices, computer skills, and the ability to establish effective working relationships with fellow employees, the public, and all WIC participants. This position will be part-time (28 hours a week) Monday-Thursday, 8:30 am-4:00 pm.

ESSENTIAL DUTIES:

- Processes applications for the Supplemental Food Program, Women, Infants, and Children (WIC) using Federal guidelines.
- Contacts clients to schedule appointments, remind of appointments, to follow up on missed appointments.
- Manages WIC schedule and makes changes where necessary. Updates clients on changes to WIC clinic schedule.
- Interview applicants and determine whether they are income eligible by calculating the monthly gross income of all persons living in the home or by determining if the client receives Medicaid, Food and Nutrition Assistance, or Work First Assistance.
- Enters data into the WIC computer system to maintain accurate client information.
- Obtains voter information.
- Able to obtain accurate height and weight of WIC participants.
- Draws hemoglobin via HemoCue.
- Explain the proper use of the eWIC card.
- Performs low risk nutrition education.
- Handles any low-risk client questions regarding the WIC program, eligibility, or food package related concerns.
- Must be breastfeeding supportive.
- Documents in Participant Care Plan when indicated.
- Provides referrals to other community programs where needed.

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- Participates in WIC outreach to community.
- Maintains a variety of records and files.
- Run a variety of reports.
- Maintains up to date knowledge of program policy and procedures, methods, and practices.
- Attends continuing education trainings related to job position.
- Responsible for yearly WIC Vendor monitoring and training.

KNOWLEDGE, SKILLS, AND ABILITIES

- Superior customer service skills.
- Considerable knowledge of office practices, procedures, and applications.
- Considerable knowledge of departmental programs and policies.
- Considerable knowledge and ability to use correct grammar, the ability to proofread and use correct spelling.
- Skill in operating personal computers and related software including WIC Crossroads, Microsoft Word, and Excel, with proficiency.
- Ability to type with accuracy at the speed required by the position; correct spelling, grammatical punctuation, and few typing errors; use judgment in organizing and establishing arrangement and format; and to perceive sentence and grammatical structure using technical language and to establish complicated formats from dictating equipment.
- Ability to analyze and record information and to balance figures.
- Ability to organize, compile and summarize information in an effective format.
- Ability to apply independently specific laws, departmental rules and regulations relating to verifying, processing, and maintaining records and documents.
- Ability to resolve problem situations; ability to be resourceful in gathering and giving program information.
- Ability to answer most inquiries and questions independently.
- Ability to perform finger sticks and measurements accurately (will be trained by MCHD).
- Ability to communicate effectively, orally and in writing.
- Ability to establish and maintain effective working relationships with fellow employees, the public, and all WIC participants.

PHYSICAL REQUIREMENTS

The work in this class is primarily sedentary in nature. Physical requirements include sitting for extended periods of time, walking, bending, stooping, and lifting books and files of approximately 10 lbs or less. Work includes extended periods of time viewing a computer video monitor and/or operating a keyboard. Work may include operation of a motor vehicle. Employee may be exposed to hazardous materials.

EXPOSURE CONTROL

Work is likely to cause direct contact with blood or other body fluids to which universal precautions apply. Personal protective equipment should be available and worn.

MINIMUM EXPERIENCE AND TRAINING

Graduation from high school and two years of clerical experience, preferably supplemented by community college courses in secretarial science or business administration.

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OTHER JOB FUNCTIONS

Performs related duties as required.

Management reserves the right to add or amend duties at any time.

A NC State Application Form (PD 107) and official high school and /or college transcripts must be submitted to:

Kathy Price
Madison County Health Department
493 Medical Park Drive Marshall, NC 28753

Or

kprice@madisoncountync.gov

CLOSING DATE: Position open until filled.