



CLERK

Women, Infants, Children (WIC)
Department of Health & Human Services

Reports To: WIC Manager
Salary/Hourly Range: 22
FLSA Status: NON-EXEMPT

VALID DRIVER'S LICENSE REQUIRED
PD Revised: 05/18/2020

INTRODUCTION

This position is responsible for providing nutrition advice, guidance and assistance to eligible families and individuals in accordance with the Women, Infants and Children (WIC) Program's mission, goals & objectives. The work consists of duties that involve various related steps, processes, and methods. The decision regarding what needs to be done involves various choices requiring the incumbent to recognize the existence of and difference around several alternatives. The incumbent is under general supervision and line authority of the WIC Manager. The supervisor defines the overall objectives, priorities and timelines. Incumbent plans and carries out responsibilities independently, keeping the supervisor informed of potentially controversial issues. Work is reviewed for accuracy, adequacy and adherence to policies and procedures.

The incumbent is under general supervision and line authority of the manager. The manager makes assignments with clear, detailed and specific instructions. The incumbent works as instructed and consults with the manager as needed on all matters not specifically covered in the original instructions or guidelines.

KEY DUTIES AND RESPONSIBILITIES

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

1. Set the tone for excellent customer service at entry into WIC.
2. Checks clients in for appointments and triage them to appropriate staff. Makes appointments for clients considering client's schedule and preferences.
3. Generates no-show a management and follow up on clients who missed appointments.
4. Answers phone, takes messages, addresses customer/clients' needs or triages to appropriate staff. Updates demographic information such as address and phone number as appropriate.
5. Maintains a client and clutter free reception area and waiting room.
6. Documents interactions with clients in STARS and documents interaction with general public or service providers.
7. Type's routine correspondence, reports, labels and tribal forms.
8. Maintains client and vendor confidentiality.
9. Promotes breastfeeding as the norm for infant feeding.
10. Receives and distributes incoming mail and prepares outgoing mail on a daily basis and responds to routine requests.
11. Performs other duties as assigned or authorized to achieve Tribal/Program goals and objectives.

PERSONAL CONTACTS

Contacts are with employees within/outside the normal work site, WIC clients and family members, Hopi/Navajo community members, other races and ethnicities. Hopi Head Start Program, state and federal agencies, other resource agencies and the general public. The purpose of these contacts is to exchange factual information, coordinate work efforts and establish a network of resources/services.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS

Work is shared between an office and community based setting, requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment. Physical lifting and carrying up to 30 lbs.; bending, twisting, reaching kneeling, standing and sitting for long periods of time. Prolonged periods of computer use to perform duties and complete assignments. Work hours may vary and are dependent on clinic flow, assignments, weekend or evening hours may be required. Travel may be required on and off the reservation.

MINIMUM QUALIFICATIONS

Education: High school diploma or GED equivalent;

AND

Experience: One (1) year entry level clerical work experience:

OR

Any equivalent combination of Education and Experience that demonstrates the ability to perform the duties.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge or ability to learn about basic breastfeeding;
- Knowledge of basic WIC functions and services and other WIC federal nutrition programs;
- Knowledge of health and other social services programs in the community;
- Knowledge and understanding of health issues relating to diabetes and women's health issues;
- Knowledge of the cultural, social and economic backgrounds of the Native American population;

- Skills in speaking clearly, concisely and effectively;
- Good verbal and written skills;
- Skills in time management and excellent organizational skills;
- Good human and public relations skills;
- Skills and knowledge in operating modern office machines/equipment and computer software;

- Ability to work in a fast paced stressful environment;
- Ability to operate basic office equipment such as a phone, fax machine and copier;
- Ability to use or learn Participant-Centered Services Skills;
- Ability to maintain detailed records;
- Ability to establish and maintain professional working relationships with other agencies that provide supportive services;
- Ability to work independently and part of a team.

NECESSARY SPECIAL REQUIREMENTS

1. Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
2. Driving is an essential function of this position. Certification to operate a tribal vehicle for business purposes requires a valid Arizona driver's license. Incumbent must maintain a clear driving record to meet all necessary insurance requirements.
3. Must complete and pass the pre-employment screening including fingerprint and background investigation in accordance with the Hopi Tribal policy.
4. Must be able to pass mandatory and random drug & alcohol screening.
5. Must not have any felony convictions.
6. Must not have been convicted of misdemeanors at the local, state, or federal level within the past five (5) years of application.
7. Within thirty (30) days of employment, incumbent must successfully complete the ITCA competency-based training program.
8. Within six (6) months of employment, incumbent must successfully complete an approved breastfeeding course.

DESIRED QUALIFICATIONS

- Depending upon the needs of the Hopi Tribe, some incumbents may be required to demonstrate fluency in Hopi, Tewa and English languages as a condition of employment.