



Las Vegas Urban League
Nutrition Education Centers



WIC



Job Description

Job Title: Intake Clerk/ Program Eligibility

Date Prepared: January 1, 2020

Department: WIC

FLSA Status: Non-Exempt

Funding Source: Nevada Department of Human Services

General Purpose

To provide administrative support to WIC program participants and determine program eligibility of participants who apply.

Essential duties and responsibilities:

Obtain screening information to determine the program eligibility of each applicant, screen applicant immunization records and provide necessary referral to health department, answer multiple incoming calls, provide information and assistance related to the WIC program, secure and maintain participant files and all related documents in audit ready posture, determine and prepare verification of certification (VOC) documents, prepare and maintain application list, prepare and maintain client sign in log and schedule appointments for client certification and re-certification, follow-up with no show clients to re-schedule and/or re-certify by phone calls and USPS mail, set-up and maintain a file system for efficient accounting, issuance and delivery of WIC food benefits to program participants, greet participants with exceptional customer service and explain purpose and use of the WIC food program and benefits and the authorized food packages, maintain administrative supplies for work station, prepare and send participant correspondence, appointment reminders, and ineligibility letters and other notices, responsible for maintaining efficient client flow through intake process, defuse client complaints, complete understanding of Nevada State Policy and Procedures CR 1-10 Civil Rights and Responsibility and CT 1-6 Certification, knowledge of agency cross department programs, perform outreach and health fairs to promote WIC program, perform other related tasks as required

Skills and Abilities Required:

Experience and/or knowledge of general office record keeping policies and procedures, maintain confidentiality of participant information, understand and follow written and oral instructions, function effectively in a fast-paced health and nutrition clinic environment, ability to multi-task, data entry experience preferred, exceptional customer service skills, establish and maintain cooperative working relationships with those contacted in the course of work, ability to effectively function in a team environment, must maintain work performance in audit ready posture to ensure compliance with Nevada State WIC Program Directives, ability to effectively

EQUAL OPPORTUNITY EMPLOYER M/F/D/V



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communicate and work with diverse clients, including infants and young children, bilingual preferred

Education, prior work experience and specialized skills and knowledge:

High School diploma or equivalent, previous experience with in-processing clients and determining eligibility preferred, exceptional customer service skills a must, knowledge of medical filing system preferred, knowledge of scheduling clients preferred, experience in high volume in processing of clients, experience with Microsoft Office and WIC software applications preferred, time management, effective communication and file maintenance is preferred, must successfully complete the Nevada State WIC training modules for related position

Physical environment/working conditions:

Fast paced atmosphere, standing and sitting for extended periods of time, stooping, walking and reaching overhead, lifting supplies and equipment, exposure to blood borne pathogens

Equipment/machinery used:

Computer, multi-line telephone, fax machine, printer, calculator, HB 201 Hemocue Analyzer

Signature: _____ Title: _____

Date: _____

For HR Use Only

Name: _____ Title: _____