

**Williamson County & Cities Health District Job Description  
WIC & CN Customer Service Representative (CSR I)**

**Position Summary:**

Works under the direction of the WIC Team Lead. This position is responsible for clerical and clinic support for the Special Supplemental Food Program for Women, Infants, and Children (WIC), providing customer service support, and receiving and responding to various public inquiries.

**Duties, Functions, and Responsibilities:**

Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.

Each WCCHD employee's job description lists the specific tasks to be accomplished by the position the employee is filling at WCCHD. The WCCHD Responsibilities are a set of general expectations for employees about how they should work with each other and the public we serve. Each employee must sign an acknowledgment that they have been informed, understand, and agree to abide by these expectations. Violation of these responsibilities may lead to implementation of WCCHD's disciplinary procedures. This acknowledgement is signed at time of hire and annually at time of performance evaluation.

**(40%) Clerical Assistant – Direct Client Services**

Answers program questions for interested individuals and applicants as needed. Refers questions regarding nutrition and formula to the WIC Certifying Authority (CA) and questions regarding breastfeeding to WIC Breastfeeding Peer Counselor (BPFC) or CA

Completes Quick Intake form (WIC 37) whenever an initial appointment is made either in person or over the phone. Enters information into the WIN system

Makes appropriate and timely appointments for WIC applicants and participants, either in person or over the phone, according to certification category, time frames for processing applicants, and client request

Provides applicant with a list of documentation needed for certification either over the phone or in writing

Completes income, residency, and identification screening for applicants using appropriate forms as needed based on WIC policies and procedures

Documents ineligibility for clients who exceed income guidelines and obtains all required forms, signatures and dates

Asks applicants to read appropriate forms (including if applicant is determined ineligible based on exceeding income guidelines) prior to signing and dating. Reads and clarifies information for applicants if they are unable to do so

Asks participants to complete appropriate Health History form(s) and section(s) for review by WIC CA

Collects race and ethnicity data for each applicant based on WIC policy and procedures

Reads and interprets immunization records and refers as necessary

Offers all program applicants and parents/guardians (initial and subcert) the opportunity to register to vote and "A Guide to Helpful Programs and Services" referral sheet in the appropriate language

Assists with maintaining efficient clinic flow, routes clients in order of appointment/arrival time, and alerts Clinic Supervisor of problems with clinic flow

Participates in overseeing waiting area to assure parental supervision of children

Inputs client data, issues food benefits, documents correct nutrition education codes, and makes subsequent appointment through the WIN system

Explains correct food benefits usage to clients, including PIN requirement, shopping list, first and last dates to spend, security and care of WIC Lone Start smart card, allowable foods, importance of

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presenting WIC Lone Star Smart card at each clinic visit, and procedure for reporting a lost WIC Lone Star card.

Assures client signs shopping list correctly and files signed original shopping list in appropriate binder.

Performs WIN functions dealing with food benefits issuance as needed

Administers self-paced nutrition lessons, checks completed Internet nutrition lessons, and teaches WIC nutrition education classes as needed based on approved Nutrition Education plan when a CA is not available

Distributes and collects client satisfaction surveys

Contacts no-shows in order to reschedule appointments either by phone or mail and documents notification on clinic appointment sheet

Changes appointment date/time in the WIN system as needed to assure accuracy of appointments scheduled

Assists with formula exchanges when needed according to WIC policy and procedures

Issues breast pumps to participants in the absence of CA or BFPC with CA or BFPC approval according to WIC policy and procedures

Acts as a translator for other staff as needed

Provides WCCHD and WIC outreach as requested by Outreach Coordinator or WIC & CN Division Director

**(25%) Clerical Assistant – Clinic Support**

Enters midpoint screening date into the WIN system prior to issuing food benefits

Prepares physical facility for WIC clinic and sets up needed clerical supplies and equipment

Runs Texas WIC Information Network (WIN) End of Day (EOD) Processing Report from previous day and notifies Clinic Supervisor and WIC Automation Help Desk if any problems were encountered

Assembles WIC client records according to policy

Maintains client records in alphabetical order by last name of parent/guardian

Maintains records that are ineligible due to exceeding income guidelines for QA review

Runs required WIN reports, including Hot Card Report, Hot Card Notifications Report (if applicable), Balance on Hand Report, and Card Usage Report (if inventory on hand does not match Balance on Hand Report)

Reconciles WIC Lone Star smart card inventory daily

Sets up WIN system workstations for End of Day (EOD) and nightly processing at the end of each day and notifies WIC Automation Help Desk if any problems occur

Checks WIN back up on a daily basis and runs manual back up if necessary

Requests transfers by PAN or FID number for in-state client transfers using the WIN system

Completes end-of-month preparations for the following month (updating appointment sheets for advanced month, etc.) as needed

Maintains thorough working knowledge of state and local WIC policies and procedures and WCCHD policies and business practices

Receives WIC Lone Star smart card shipments from the Georgetown administrative site. Reviews inventory regularly and informs Administrative Assistant promptly when more WIC Lone Star smart cards are needed from the administrative site

Completes current, advanced, and triple issuance Participation report (including Farmers' Market reports if applicable), current month Enrollment report, Performance Measures report, and Extended Hours report after completing benefits issuance on the last working day of the month or as requested by WIC & CN Division Director

Completes food delivery audits for assigned clinic biannually or as requested by supervisor

**Williamson County & Cities Health District Job Description**  
**WIC & CN Customer Service Representative (CSR I)**

Records phone messages in both English & Spanish  
Posts signs informing visitors of clinic closure

**(20%) Clinic Assistant**

Prepares physical facility for WIC clinic and sets up lab supplies and equipment  
Sets up hemoglobinometer and uses control cuvette according to manufacturer's instructions. Notifies Clinic Supervisor or designee if there is a problem with the machine  
Zero balances infant and adult scales for accuracy prior to each use  
Instructs applicants on preparation for weighing and measuring and weighs, measures, and plots results according to instructions in the Guidelines for Nutrition Assessment  
Performs blood tests on women, children, and infants nine months and older at certification to determine hemoglobin levels using proper equipment, following Guidelines for Nutrition Assessment and manufacturer's instructions  
Cleans and organizes physical facility and workspace after clinic. Puts away supplies and equipment.  
Cleans and disinfects scale and work area at the end of each day  
Acts as a translator for other staff as needed

**(15%) WIC Certification Specialist**

Determines nutrition risk conditions, provides low risk individual counseling, prescribes food packages and make referrals per DSHS WIC Certification Specialist.

**(0%) Other related duties as required**

In the event of a public health emergency, employees may be called upon to support WCCHD's response in ways that are outside the usual scope of their job responsibilities. This may involve working hours that are outside the employee's usual work hours. Employees will not be required to perform duties that are outside of their competence or professional licensure.

**Education and/or Equivalent Experience:**

Experience in administrative support work is preferred. Graduation from a standard senior high school or equivalent is preferred. Experience and education may be substituted for one another.

**Licenses or Certifications Required:** None

**Knowledge, Skills and Abilities**

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed without posing a direct threat to the health and safety of themselves or others.

Knowledge of office practices and administrative procedures  
Knowledge of spelling, punctuation, and grammar  
Skill in the use of standard office equipment and software  
Ability to interpret rules, regulations, policies, and procedures  
Ability to make arithmetic computations  
Ability to interpret identification, income, and residency information  
Ability to transfer stock from one location to another  
Ability to maintain files  
Ability to communicate effectively both orally and in writing  
Ability to communicate fluently in English and Spanish

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WIC & CN Customer Service Representative (CSR I)**

Ability to work in a collaborative manner; skill in establishing and maintaining good working relationships

Ability to establish goals and objectives, policies and procedures

Ability to prioritize activities and manage multiple responsibilities

Maintain current driver's license, auto liability insurance, reliable transportation

**Environmental Factors**

Works mostly in well-lighted, air-conditioned office. May work in various WCCHD offices around the County and in a variety of community locations, may work in shared space in small office. Extensive contact with the public. High volume and high stress situations; must be able to work and concentrate within the active and sometimes noisy clinic environment; contact with persons who might be infected with contagious disease; may be exposed to potentially infectious blood or body fluids. Occasional work activities may be outdoors and, therefore, employees will be exposed to heat and cold. Non-smoking workplace.

Must comply with WCCHD immunization policy requirements.

**Number and Type of Positions Supervised by this Position:** None

**Name of Immediate Supervisor:** WIC Team Lead at headquarter site

**Work Assignment Location and Hours:** WCCHD Georgetown Location, 100 W. 3<sup>rd</sup> St., Georgetown, TX 78626

1.0 FTE generally 7:30 a.m. – 5:30 p.m. Tuesday – Friday, 8:00 a.m. – noon Saturday. Work may require occasional early morning, evening, weekend, or holiday hours. May require occasional overnight travel. Extended hours may be required in event of public health emergency.

These job responsibilities have been reviewed with me by my supervisor and I agree that they accurately reflect my current assignment. I acknowledge that these responsibilities may change over time to accomplish the work of the Health District and that I may be required to assume other responsibilities in time of public health emergencies.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

I have reviewed and agree with this job description.

\_\_\_\_\_  
WIC & Community Nutrition Program Director's Signature

\_\_\_\_\_  
Date