



## Job Description

Job Title: RCPC – WIC Program Assistant  
Department: WIC  
Reports to: WIC Manager and Clinical Coordinator  
FLSA Status: Non – Exempt / Full Time  
Revision Date: April 13, 2021

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### GENERAL POSITION SUMMARY

The WIC Program Assistant primary responsibility is to provide a variety of support functions to assure smooth and efficient delivery of services to our clients. Duties include client intake, chart preparation, explanation of the program, determination of income eligibility, and making appointments.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Screens applicants for eligibility. This requires interviewing applicants to determine and verifying income for the household, and computing the information using electronic software for determination.
- Provides receptionist services. Including checking in clients, making appointments, keeping the client database updated, operating a multi-line phone system, EBT delivery procedure, and general customer service and client communication with outstanding and friendly manners.
- Completes client's WIC transfers of participation services.
- Knowledgeable and detailed operation of the Alaska WIC software for EBT preparation, distribution and record's maintenance; including entering and recording the correct and suitable food package for each client to produce appropriate WIC warrants.
- Provides clerical duties including the use of a copier, fax, computers and other office equipment, filing, and web based operations and light office housekeeping duties.
- Other Duties as assigned.

#### Additional Duties

- Assist in agency functions when required.
- Participate in WIC and agency meetings.
- May be required to travel short distances and work for small periods of time in other RCPC WIC locations, including FT. Wainwright and Eielson AFB. Long distance travel may also be required for training purposes.
- Other duties as assigned.

### KNOWLEDGE, ABILITIES AND SKILLS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- Avid multitasking
- Detail oriented with a high level of accuracy; motivated and willing to take initiative
- Team oriented



- Maintain strict confidentiality
- Excellent oral and written communication skills
- Excellent interpersonal skills
- Dependable
- Experience and/or desire to work in a non-profit environment and with families and children

**MINIMUM EDUCATION/EXPERIENCE:**

- Minimum High School Diploma or GED Equivalent
- Proven knowledge of Microsoft Office and Windows Systems
- Minimum one (1) year of office setting experience and reception.

**ADDITIONAL EDUCATION/EXPERIENCE PREFERRED:**

- CPA (Competent Professional Authority) or desire to become one.
- One (1) year of medical office experience including anthropometric measurements and capillary finger sticks on adults, infants and children.
- Bilingual

**PHYSICAL DEMANDS**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Prolonged sitting or standing for long periods of time.
- Frequent walking.
- Frequent bending, stooping, reaching, pushing and pulling.
- Occasionally will lift up to 20 pounds.
- Normal vision range.
- Frequent rapid mental/hand/eye coordination and manual dexterity.