

**Jefferson County  
Position Description**

**Name:**

**Department:** Health

**Position Title:** Administrative Assistant II

**Pay Grade:** 3    **FLSA:** Non-exempt

**Date:** February 2022

**Reports To:** WIC Project Director Supervisor

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**Purpose of Position**

Performs administrative and clerical tasks for the Jefferson County Women, Infants, and Children Program (WIC) at the Health Department.

**Essential Duties and Responsibilities**

**The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.**

- Provides excellent customer service by telephone, in person, and electronically, greeting the public in a friendly and professional manner, answering general questions or seeking out appropriate person(s) resources to answer questions.
- Provides information regarding the WIC program to potential participants and community partners. Assists with outreach for the program and maintains supply of outreach materials. Follows up with referrals to WIC and maintains referral database.
- Schedules participant's appointments, verifies appointments, and notifies participants of missed appointments and benefit issuances.
- Determines WIC eligibility by analyzing participants' income, residency, and proof of identity as part of the intake procedure for WIC certification appointments. Verifies participants' eligibility for medical assistance.
- Completes requirements for WIC certification appointments, such as lead testing form, immunization assessment, community resources, and referring WIC participants to outside agencies for assistance when appropriate.
- Issues eWIC cards and benefits to eligible participants, explains the Wisconsin MyWIC app and shopping procedures with new participants, screens participants for various programs such as WIC Farmers Market Nutrition Program and Fit Families.
- Maintains and updates WIC participant's records in ROSIE computer system and maintains participant waiting list if needed.
- Creates and updates forms, correspondence, and other required documents for the WIC program.
- Inventories and orders WIC supplies.
- Maintains updated knowledge of WIC and Jefferson County Health Department policy changes.
- Complies with WIC Confidentiality and ROSIE Security Policies and Procedures, and County HIPAA Policies and Procedures, if applicable.
- Adheres to and promotes safety as a priority in the workplace.
- Performs other duties as assigned or that may develop.
- Demonstrates dependable attendance.

**Additional Tasks and Responsibilities**

**While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.**

- Assists other staff at WIC clinic as requested.

## **Minimum Training and Experience Required to Perform Essential Job Functions**

One to two years related experience and/or training; or associate degree in related field; or equivalent combination of education and experience. High school diploma or equivalent required.

## **Preferred Training and Experience Required to Perform Essential Job Functions**

Three years' related experience and/or training; or associate degree in related field and one-year relevant experience; or an equivalent combination of education and experience. High school diploma or equivalent required.

Bilingual with English and Spanish language.

## **Other Requirements – Certificates/Licensures**

CPR Certification

## **Knowledge, Skills, Abilities**

- Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.
- Ability to compute rate, ratio and percent, and to draw and interpret bar graphs.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Ability to maintain confidentiality.
- Ability to meet stringent deadlines and to accurately perform and complete written and oral procedures applicable to assigned duties.
- Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.
- Ability to speak effectively before groups of customers or employees of the organization.
- Ability to write routine reports and correspondence.
- Ability to operate office equipment, such as fax machines, scanners, copiers, and phone systems.
- Knowledge of County government organization and operation and interrelationships between governments and the community.
- Knowledge of WIC program principals.
- Knowledge of laws, government regulations, and agency rules as they relate to government accounting and budgeting.
- Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of administrative practices and procedures; business English, spelling, grammar; operation of office equipment; word processing, databases, scanning, presentation, and spreadsheet software.
- Skill in prioritizing workload, developing action plans and meeting deadlines.
- Knowledge of accurate record-keeping and accounting and bookkeeping processes in accordance with regulatory mandates and economic practicality.
- Skill working sensitively with people from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds in public health settings.
- Skill in operating a personal computer, laptop, and other department office equipment using applicable department software, Microsoft products, web-based systems, and performing data entry.

## Supervision

None.

## Physical Demands

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

While performing the duties of this position, the employee is regularly required to sit; use hands to finger, grasp, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; climb or balance and stoop, kneel, crouch, or crawl. Lifting, moving, pushing or pulling up to 10 pounds does not generally occur, but may occur when lifting boxes, books or paper. Specific vision abilities required by this job include close vision, color vision, depth perception and ability to adjust focus, distance vision.

## Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential duties and responsibilities of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

Jefferson County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act as Amended, the County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand the duties of this job description and, by signing below, I agree that I can perform the duties of this position with or without reasonable accommodation.

Employee

Date

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Supervisor

Date

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Human Resources

Date

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