

RACINE/KENOSHA COMMUNITY ACTION AGENCY, INC.
JOB DESCRIPTION

Job Title: WIC Clerk
Responsible to: WIC Clerk Supervisor
Salary Range: \$18.31/hr. - \$27.45/hr.

This is a non-exempt 40 hr./wk. 52 wk./yr position unless programmatic needs dictate or require otherwise.

EMPLOYMENT REQUIREMENTS AND QUALIFICATIONS

1. High school graduate, and one year post high school education or experience involving bookkeeping, data entry or administrative assistance.
2. Good working knowledge of computer operations and programs.
3. Must be detailed oriented and possess good mathematical skills.
4. Ability to follow established policies and procedures and evaluate situations to make good independent decisions.
5. Ability to attain and maintain all required data, documentation and reporting for the Clerk position.
6. Ability to use job-related medical equipment such as scales and measuring boards, and Stanbio/Pronto equipment for hemoglobin testing.
7. Ability to maintain confidentiality.
8. Good oral and written communication skills.
9. Excellent interpersonal communication and customer service skills.
10. Willingness and ability to learn; including the conscientious improvement of existing skills, as well as the acquisition of new ones.
11. Valid Wisconsin driver's license, access to a motor vehicle during working hours, and appropriate insurance.

DUTIES AND RESPONSIBILITIES

1. Performs client intake, and accurately documents income eligibility, residency and identification. Provides comprehensive explanation of WIC eligibility requirements, including the WIC Rights & Responsibilities.
2. Accurately inputs data for WIC clients into the WIC MIS system, known as ROSIE. Utilize additional systems to verify eligibility.
3. Maintain security of eWIC cards. Responsible for the issuance and explanation of the eWIC card and WIC App to clients.
4. Schedule and (Reschedule) appointments for WIC participants in accordance with program policies and procedures.
5. Answers the telephone and assists clients with programming and scheduling inquiries; refers calls to other program staff as needed. Return messages in a timely manner.
6. Provide Health Screening activities, including weight, height/length measurements, and hemoglobin testing in accordance with program policies and procedures.
7. Other duties as required or assigned.

If requested, reasonable accommodation will be provided for people with disabilities for any part of the employment process in accordance with the Disabilities Act of 1990.

RACINE KENOSHA COMMUNITY ACTION AGENCY, INC. IS AN AA/EO EMPLOYER

Revised 4/2025