

RACINE/KENOSHA COMMUNITY ACTION AGENCY, INC.
JOB DESCRIPTION

Job Title: WIC Clerk, Bilingual
Responsible to: WIC Clerk Supervisor
Salary Range: \$18.67/hr. - \$28.01/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. Bilingual English/Spanish interpretation and translation. Must pass bilingual proficiency test prior to hire.
2. High school graduate with one year office experience.
3. Ability to maintain all necessary reporting and communications procedures.
4. Ability to relate effectively to a variety of people and maintain confidentiality.
5. Strong oral and written communication skills with excellent interpersonal and communication skills.
6. Excellent customer service skills with pleasant, professional and articulate phone voice.
7. Efficient and accurate data entry skills; with a demonstrated skill in attention to detail is required.
8. Experience in the use of the Microsoft Office Suite and ability to learn WIC database.
9. Ability to learn and comply with federal and state policies, procedures and regulations.
10. Ability to maintain confidentiality.
11. Excellent interpersonal communication and customer service skills.
12. Willingness and ability to learn; including the conscientious improvement of existing skills, as well as the acquisition of new ones.

DUTIES AND RESPONSIBILITIES

1. Provide interpreter/translator services for project staff and clients.
2. Performs client intake, and accurately documents income eligibility, residency and identification. Provides comprehensive explanation of WIC eligibility requirements, including the WIC Rights & Responsibilities.
3. Accurately inputs data for WIC clients into the WIC MIS system, known as ROSIE. Utilize additional systems to verify eligibility.
4. Maintain security of eWIC cards. Responsible for the issuance and explanation of the eWIC card and WIC App to clients.
5. Schedule and (Reschedule) appointments for WIC participants in accordance with program policies and procedures.
6. 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.
7. Provide Health Screening activities, including weight, height/length measurements, and hemoglobin testing in accordance with program policies and procedures.
8. 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.

This institution is an equal opportunity provider.

Revised 12/2025