



JOB DESCRIPTION

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| Position: | WIC Receptionist |
| Department: | WIC Program |
| Reports to: | WIC Director |
| FLSA Status: | Non-Exempt Position |
| Grade: | 2 |

GENERAL PURPOSE:

Receptionists facilitate access to the WIC Program by providing excellent customer service. The Receptionist is the face of WIC by providing front desk reception, answering phones, issuing WIC checks, computer record storage and retrieval, and providing translation as needed. As Receptionists become fully functioning and experienced they may have responsibilities to assist with the training and mentoring of new WIC receptionists.

MAIN RESPONSIBILITIES AND DUTIES:

- 1) **Provides Food Instruments by: (20%)**
 - a) Screening for WIC eligibility by calculating income through ISIS (the WIC computer system), checking place of address.
 - b) Issuing WIC food instruments according per procedures and according to regulations.
 - c) Following procedures for voiding food instruments.
 - d) Maintaining food instrument security per procedure.
- 2) **Provides Information by: (50%)**
 - a) Greeting WIC participants, requesting needed information and directing the participant to waiting area or WIC counselor.
 - b) Making appointments for new and returning WIC participants in ISIS.
 - c) Answering telephones to provide basic information set up or reschedule appointments.
 - d) Learning the purpose of each WIC form and combining them as needed into application packets; mailing appropriate packets as needed.
 - e) Conducting Applicant Screening in ISIS over the telephone or in person.
 - f) Notifying participants of missed appointments verbally or in writing.
 - g) Following procedures to assist participants to transfer to another WIC Program.
 - h) Following procedures to discontinue participation as needed.
- 3) **Stores and Retrieves Information by: (10%)**
 - a) Utilization of ISIS computer system accurately
 - b) Filing participant records accurately
- 4) **Maintains Supplies and Office Environment by: (5%)**
 - a) Checking level of supplies, forms and informational handouts at temporary WIC sites and providing information to Inventory person.

- b) Reproducing forms and handouts on photocopier machine.
- c) Moving program records, chairs, tables, supplies and computer equipment as needed to perform duties.
- d) Taking outgoing mail to post office for dispatch as needed.
- 5) **Provides Translation (bilingual employees) by: (5%)**
 - a) Translating spoken and written information from English to other language or to English from other language for WIC participants or other WIC staff.
- 6) **Contributes to Staff Training by: (up to 10%)**
 - a) Assisting in all training areas for any new WIC Receptionists
 - b) Acts as a mentor to help in the staff development of Receptionists
- 7) **Maintains Customer Confidence and Protects Operations**
 - a) Provides courteous and comprehensive customer service
 - b) Keeps all information strictly confidential
 - c) Follows safe working procedures at all times, reporting safety hazards to supervisor, and mitigating safety hazards immediately if supervisor not available
- 8) **Contributes to Team Effort**
 - a) Communicates questions, complaints, compliments, and comments to co-workers and WIC Director

GENERAL QUALITIES & CHARACTERISTICS

- 1) Maintains a professional relationship and positive attitude with co-workers, the public, patients and all Ampla Health personnel
- 2) Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions
- 3) Has enthusiasm toward the work and the missions of Ampla Health and WIC

PROFESSIONAL KNOWLEDGE, SKILLS & ABLITIES

- 1) Must have High School diploma or equivalency
- 2) Customer services skills including: phone etiquette, greeting and handling difficult clients.
- 3) Basic office skills including: Typing/keyboarding; ability to operate FAX, phones, shredding & copier
- 4) Ability to perform using the WIC computer system (ISIS) within 6 months of hire
- 5) Ability to use word processing programs (eg Word) within 6 months of hire
- 6) Ability to work with individuals alone or in groups respecting differences in race, culture, religion and lifestyle
- 7) Ability to accommodate flexible work schedules, including weekends and be able to travel within Yuba and Colusa counties
- 8) Must possess valid California driver's license and proof of auto insurance
- 9) Demonstrate clear knowledge of Ampla Health's clinic structure, standards, procedures and protocols

COMMUNICATIONS SKILLS

- 1) Must be able to interact with patients courteously and calmly
- 2) Ability to communicate well with the public
- 3) Keep supervisor informed of work priorities, progress and problems
- 4) Maintain confidentiality
- 5) Model professional conduct, ethics and appearance

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

Works will with participants in a generally comfortable environment office. Employees must possess the following physical requirements:

- 1) Must be able to hear and communicate with clients and staff on telephone and those who are served “in person”, and speak clearly in order to communicate information to clients and staff
- 2) Must have the ability to communicate via telephone for long periods of time
- 3) Must be able to lift up to 40 pounds and push up to 100 pound (on wheel)
- 4) Must have vision which is adequate to read memo’s, computer screen, registration forms and other clinic documents
- 5) Able to reach above shoulder level to work, must be able to bend, squat and sit, stand, stoop, crouch, reach, kneel, twist/turn and climb stairs
- 6) May be exposed to contagious/infectious diseases

EMPLOYEE NAME(PRINT)

EMPLOYEE SIGNATURE

DATE