

Clark County Health Department

Administrative Offices 529 East Home Road, Springfield, Ohio 45503

937-390-5600 | ccchd.com | health@ccchd.com



JOB OPPORTUNITY

Job Title	WIC Support Clerk 1
Team	Women, Infants & Children (WIC)
Supervisor	WIC Director
Director	WIC Director
Programs	Women, Infants & Children (WIC)
Funding Sources	Grant funded
Civil Service and FLSA Status	Classified, non-exempt
Appointment Status	Full-time
Grade/Classification	15
Insurance Benefits	Eligible for full-time benefits
Leave Benefits	Eligible for holiday, vacation, personal, sick
Pay Range	\$15.13 to \$15.85
Regular Hours	40 hours per week
Date Posted	6/9/2025
Candidate Review	Rolling basis beginning 06/12/2025

JOB SUMMARY

The WIC Support Clerk is responsible for determining WIC eligibility, conducting intake interviews, and explaining program rights and responsibilities to participants. Issues WIC EBT cards and food packages, performs basic health screenings and lab work, and ensures referrals for immunizations and lead testing. Provides front-line customer service by assisting participants in person and over the phone.

EDUCATION & QUALIFICATIONS

A valid driver's license is required. A high school diploma or General Education Development (GED) diploma is required. Strong communication and customer service skills are essential.

ESSENTIAL FUNCTIONS

- Determine WIC eligibility for participants not related to breastfeeding, nutrition, or dietary risks, and complete intake interviews and documentation
- Explain WIC program policies, including participant rights and responsibilities, and issue WIC EBT cards and food packages as assigned by a Health Professional
- Perform anthropometric and hematological measurements (height, weight, hemoglobin), assist with lab work, and ensure referrals for lead testing and immunizations
- Provide excellent customer service as front-line staff by greeting clients, answering phones, scheduling appointments, coordinating transfers, and maintaining the Master Schedule
- Maintain accurate client records, including chart setup, visit tracking, monthly case load reporting, termination procedures, and discharge documentation in compliance with guidelines
- Support staff training and assist with onboarding of new employees and interns to ensure consistent delivery of clinic services
- Participate in program outreach, assist with voter registration duties, and refer vendor complaints to the appropriate WIC vendor operations staff

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- Maintain inventory and manage supplies unrelated to breastfeeding or nutrition education, support records retention processes
- Promote a breastfeeding-friendly environment by removing formula marketing materials, maintaining breastfeeding awareness, and referring clients to breastfeeding support staff as needed
- Conduct interviews without bias toward feeding methods, commend breastfeeding efforts, and refer clients to health professionals when concerns arise about intake, nutrition, or growth
- Support a child-friendly, nutrition-focused clinic environment and assist in Mid-certification Nutrition Education Activities under the direction of a Registered Dietitian Nutritionist (RDN/LD)

Participates in agency disaster preparedness activities; may be required to report for work outside normal working hours during an emergency; available 24/7 for consultation related to bioterrorism/public health emergencies; meets all public health core competencies as outlined by the position's Supervisor; completes other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

Working knowledge of state and local WIC policies and procedures including VENA (Value Enhanced Nutrition Assessment) counseling techniques and available community resources and services, Proficient in the use of medical devices such as medical infant and adult scales, recumbent and standing measuring boards, Masimo Pronto, HemoCue, microcuvettes, and lancets, Skilled in using specialized software, including the Ohio WIC Certification System and IBM Cognos Connection, as well as standard equipment and programs, Ability to follow safety protocols, maintain confidentiality in compliance with HIPAA and agency policies, and effectively represent the agency in a professional and positive manner and strong communication, records management, and problem-solving skills, ability to demonstrate regular and reliable attendance and participate in emergency response and preparedness activities as needed.

This job requires proficiency of computers skills including Microsoft Office (Word, Excel, PowerPoint, Outlook), Adobe Reader, e-mail, electronic calendar, and internet research; ability to compile, consolidate and summarize information; exceptional knowledge and use of English grammar, spelling, written format and punctuation; effective verbal and written communication skills; ability to work independently and as part of a team both in a dependable manner; knowledge of community resources; be able to effusively deal with stress; ability to learn and use a computer and web-based reporting program for completing on-line reports; ability to establish and maintain effective working relationships with other agency and organization representatives; knowledge and skills associated with detailed recordkeeping and reporting procedures; ability to meet multiple deadlines, excellent organizational skills, and adhere to confidentiality requirements.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The demands and conditions described here are representative of those the employee must meet to perform the essential functions of the job.

- Frequently required to sit, stand, walk, talk, write, listen and read in English.
- The employee may infrequently be required to climb, balance, stoop, kneel, crouch or crawl, reach with hands and arms, lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to focus.
- The noise level of the office is moderate. May occasionally be in environments with high noise levels.
- Involves travel by automobile to attend meetings with state agencies and community partners. Must have current driver's license valid in the state of Ohio and access to a personal automobile.

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ORGANIZATION OVERVIEW

The Clark County Combined Health District (CCCHD) protects and promotes the health of citizens and the environment through the efforts of dedicated and skilled employees and application of sound public health principles. Our role is to identify community health problems; diagnose and investigate health problems and health hazards in the community; and enforce laws and regulations that protect health and ensure safety. CCCHD offers a relaxed, positive, and friendly work environment. Some positions may offer remote working as an option. The work of equity, diversity and inclusion is the work of Public Health. We are committed to a future that is free of health inequities, that promotes the highest level of wellness for the communities we serve, and a diverse and inclusive public health workforce that embodies humility, respect, leadership and service on behalf of, and with, the diverse communities we are privileged to serve.

Interested applicants should send a cover letter, resume, and completed application to:

Shannon Hackathorne
Administrative Assistant to the Health Commissioner & HR Specialist

shackathorne@ccchd.com

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Applications will be accepted on a continuous basis until the position is filled.