

SHAWNEE COUNTY, KANSAS
Position Description
Office Assistant II (WIC)

POSITION NUMBER: HA1155A, HA1161A, HA1163A, HA1168A

FLSA STATUS: N

POSITION DESCRIPTION

Under direct supervision, this position performs a wide variety of specialized clerical tasks to serve the WIC participants. Work is performed in a busy office setting including multiple sites and community clinics. Involves the exercise of initiative, good judgment, attention to detail, and the ability to work with both internal and external customers in a professional and courteous manner. One or more of these positions will be required to speak and write Spanish and English fluently. Performs other duties as required. This position is supervised by the Health Department WIC Support Services Supervisor.

WORK PERFORMED

- 65% Customer Service/Data Entry.** Assists WIC clients and the general public, both in person and over the telephone. Monitors various telecommunication devices daily for client correspondence. Schedules WIC appointments and answers a wide variety of questions regarding Health Department services while adhering to established policies and procedures. Prescreens applicants/clients for WIC services while also completing the intake portion of WIC program certifications. Verifies demographic information and program certification requirements following local and state policies. Explains the importance of keeping appointments, participant rights and responsibilities, and how to use eWIC. Assists with the issuing and security of eWIC cards. Assists professional staff in nutrition education activities. Helps promote and support breastfeeding while providing the appropriate referrals.

- 30% Clerical/Program Support.** Collects and records routine client information in accordance with established local and state policies and procedures. Sorts and distributes mail, including mass mailings, as needed. Prepares and manages program-related educational materials for clients, staff, and community partners. Maintains the program inventory according to established procedures. After specialized training, may take anthropometric and hematological measurements for clients, as needed.

- 5% Departmental Support.** The individual may drive to various satellite locations and work as needed. Participates in public outreach events and specialized clinics. Keeps the lobby and Milk Café clean and child friendly. Keeps supplies of different community resource lists. Other duties as assigned by supervisor.

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KNOWLEDGE, ABILITIES AND SKILLS

Knowledge of:

- General office machines and modern office practices.
- The English language, spelling, grammar and arithmetic computations.
- The operation and minor maintenance of various office equipment.

Ability to:

- Work under pressure and manage multiple tasks.
- Portray a positive image of the Department over the phone or in person.
- Work with individuals from a variety of cultural backgrounds.
- Establish and maintain effective working relationships with employees and the general public.
- Maintain confidentiality.
- Maintain flexibility in work assignments.
- Follow oral and written instructions.
- Interpret and apply Federal, State, and County laws, resolutions, rules and regulations.
- Communicate effectively, both orally and in writing, using the English language.
- Make routine arithmetical computations accurately and with reasonable speed.
- Operate and perform minor maintenance on various office equipment.
- Understand various essential computer software programs.
- Meet department performance and quality standards.
- Speak and write fluently and correctly in English and Spanish.

Skill in:

- The use of computer software and applications.
- Working with diverse populations.

PHYSICAL REQUIREMENTS

N-Never **O**-Occasional (1%-33%) **F**-Frequent (34%-66%) **C**-Continuous (67%-100%)

	N	O	F	C		N	O	F	C		N	O	F	C
HANDS					BODY/TRUNK					OTHER				
Reaching				X	Sitting			X		Driving		X		
Pushing/Pulling	X				Bending			X		High Elevation		X		
Climbing	X				Reaching			X		Unprotected Heights	X			
Throwing	X				Lifting-20 lbs.	X				Around Moving Machinery		X		
ARMS					Carrying		X			Driving Automotive Equipment		X		
Reaching				X	Jumping	X				Exposure to Dust, Gases and Fumes		X		
Lifting-20 lbs.			X		Twisting			X		Cramped Body Position	X			
Pushing/Pulling	X				Squatting		X			Sustained Positions		X		
Carrying			X		Turning			X		Noise Levels (Excessive)		X		
Throwing	X				LEGS/FEET					Electrical Hazards	X			
EYES					Walking			X		Slippery Surfaces	X			
Near Vision				X	Standing			X		Work Above Ground	X			
Far Vision				X	Sitting			X		Work Below Ground	X			
Color Vision				X	Carrying	X				Irregular Surfaces	X			
VOICE					Climbing		X			Moving Objects	X			
Talking				X	Jumping	X				In High Volume Traffic		X		
EARS					Turning		X			Exposure to Marked Changes in Temperature and Humidity				
Hearing				X	Lifting-20 lbs.		X				X			

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EQUIPMENT USED

Personal Computer	Printer	Telephone	Misc. Office Equipment
Fax Machine	Photocopier	Office Furniture	

MINIMUM QUALIFICATIONS

- High School Diploma or GED Certificate.
- One (1) year of clerical experience or one (1) year of experience in the Office Assistant I classification. Three (3) semester hours of college course work from an accredited college or university or ninety (90) clock hours from an accredited vocational school in business, office administration or closely related field may be substituted for the required experience.
- Required to type thirty-five (35) words per minute.
- Valid Driver's License and able to operate a County-owned vehicle (HR-2013-2).
- HR-2013-2: Driving record that shows: No misdemeanor or felony convictions for traffic/vehicular offenses (DUI, vehicular homicide, reckless driving, hit and run, etc.) on the driving record that are less than five (5) years old; No more than two (2) at fault or chargeable accidents on their driving record that are less than five (5) years old; No more than two (2) traffic infractions (speeding, failure to yield right of way, etc.) that are less than one (1) year old.
- One (1) or more of these positions will be required to speak and write Spanish and English fluently.

SPECIAL REQUIREMENTS

- Required to pass a pre-employment physical/drug screen and pass a written and oral Spanish interpretation test.
- Required to lift up to twenty (20) pounds.
- Required to complete National Incident Management System (NIMS) 700 and Incident Command System (ICS) 100Hcb within six (6) months of employment.

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This Position Description is not designed to list all tasks and responsibilities of this position. Shawnee County reserves the right to revise or change job duties as the need may arise. This Position Description does not constitute a written or implied contract of employment.

I have read and understand the duties and requirements for this position.

Employee's Signature / Printed Name	Date
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Administering Supervisor's Signature / Printed Name	Date
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Appointing Authority's Signature / Printed Name	Date
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Created: 02/04

Revision History: 02/24