



JOB ANNOUNCEMENT

Bilingual Customer Service Representative **WIC Program – District 4 Public Health** **Fayette County WIC Clinic**

Target Hire-in Salary: \$25,771.60*

***Pay rate based on experience and budget.**

Job Description:

Performs a variety clerical functions/processes for the Women, Infants and Children Program (WIC). Works with the public, internal and/or external customers to provide information and services targeted to meet the needs of the WIC clients. Position responsible for processing WIC clients such as enroll, vouchers, daily and monthly reports. Detailed oriented; must be able to work efficiently and independently. Self-starter. Fast paced work environment. MUST be organized. MUST pass periodic WIC proficiency program audits and complete disclosure of family members receiving WIC services.

Job Responsibilities:

- Provides quality customer service to all customers.
- Serves as liaison between the program/administrative/technical operation and clients; determines the nature of client's business and provides appropriate information and assistance. Refers to appropriate personnel when necessary.
- Responsible for enrollment, voucher management and/or issuance and daily/monthly duties.
- Conducts comprehensive clerical research using a variety of resources to generate reports and respond to requests.
- Enters data from forms, records and/or reports using a computer. Codes information as appropriate. Prepares memos, correspondence, forms and other documents.
- Follows security procedures over all WIC documents and equipment as set forth by the Georgia WIC Branch Policies and Procedures.
- Meets state requirements on System Maintenance Indicators.
- Provides quality customer service to all participants.
- Retrieves, screens, opens and distributes incoming mail. Prepares for delivery and sends outgoing documents and other materials. Copies and distributes documents and other materials.
- Maintains filing and record keeping systems.

Minimum Qualifications: High school diploma or GED AND Six months of related experience handling customers' questions, complaints and/or providing information.

Preferred Qualifications: Bi-lingual (Spanish/English language) candidate is a **MUST**. At least one-year medical office experience providing face to face Customer Service (within the last 3 years); At least one-year experience utilizing EMR; Computer experience (Word, Excel, PowerPoint, data entry, etc.) Must demonstrate excellent customer service and oral communication skills; Work requires ability to manage multiple duties simultaneously. Public Health experience preferred, but not required. WIC experience strongly preferred.

Deadline for applications: Ongoing – (Position Open Until Filled – subject to close at any time).

**Due to the volume of applications received, we are unable to provide information on application status by phone or email. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification. This position is subject to close at any time, once a satisfactory applicant pool has been identified.*

To Apply, please go to: <http://team.georgia.gov/>

Click on "My Career"

Then "Job Openings"

Keyword: ADM061S

*** District 4 is an Equal Opportunity Employer***

Applicants chosen for employment will be subject to:
Criminal Background Check/Fingerprinting & Reference Checks

The State will not unlawfully consider an applicant's race, color, national origin, religion, age, disability, sex, genetic information, political affiliation, protected uniformed service, or other legally protected category when making selections.