



Looking for Work
That Matters?

We're Hiring!
Join Our Team.

We are Accepting Applications for the Following Position:
WIC Customer Service Representative (10491)

Founded in the 1920s and headquartered in Decatur, GA, DeKalb Public Health (DKPH) works to protect, promote and improve the health and well-being of all DeKalb County residents.

Our vision is for a healthier DeKalb where all residents have equitable access to public health resources and live healthy lives. If you have a passion for people and are looking to make an impact on the health of the community, we invite you to join our team! For more information about our agency please visit dekalbpublichealth.com.

POSTING DATE: 03/03/2025

APPLICATION DEADLINE: 03/17/2025

EXCEPTIONAL BENEFITS INCLUDE:

- 13 Paid Holidays
- 3 Weeks Annual Leave
- 3 Weeks Sick Leave
- Flexible Schedules within our core working hours of M-F 8:15am-5pm
- Pension Plan
- Employer 401K Match
- Payroll Deductible Health Benefits
- Payroll Deductible Flex Benefits
- Flexible Spending Accounts
- Worksite Wellness
- Diverse Workforce
- Opportunities for Growth
- Hybrid teleworking option for eligible positions after probation

LOCATION: T.O. Vinson Health Center

DIVISION/DEPARTMENT: Community Health - MCH

SALARY INFORMATION: \$31,200.00 Annually / Pay Grade F / Job Code GST120

DUTIES: Under supervision of the WIC Office Supervisor performs work that requires independent judgment. Reallocates task as necessary. Schedules for WIC appointments for clients. Verifies accuracy of data entered by clerical staff using Chart Monitoring logs. Monitors security of voucher paper, printed vouchers and computer system. Responsible for clerical support for WIC Department. Serves clients in the order numbers were taken in a professional manner. Courteously greets all individuals who are requesting services. Receives, screens, and directs telephone calls to the appropriate staff member. Answers telephones courteously, receives and notes caller's questions, requests and needs and routes call to appropriate staff immediately upon receipt. Returns calls to voicemail messages within established timeframes. Answers clients' questions regarding services offered, business hours, and the Eligibility process. Conducts WIC Intake through GA Gateway, Gimms, Grits, GWIS, WEC-Scanned item to gateway. Applications may be received through Worker Portal and/or Customer Portal. Reviews for appropriate documentation; client's identifications, proof of residence and proof of income. Provides and explains to clients the Rights and Obligations form. Obtains signature from client acknowledging understanding of form. File form within health record. Provide Motor Voter Declaration form. Collect written response from client. Gives voter application to clients' designating desire to register to vote. Completes the header on the certification form when manual processing has been implemented. Documents income portion of WIC Certification/Assessment form and obtain signatures when manual processing has been implemented. Receives and distributes incoming correspondence. Furnishes Termination, Ineligibility and Waiting List notifications to clients, following established procedures. Updates clients' information. Exports from GA Gateway (GA WIC Intake system) into INSIGHT (DeKalb's computer software) or completes manually within INSIGHT. Directs clients appropriately to maintain clinic flow. Reviews medical records and adds needed forms, labels and immunization information. Records type of interaction with each client using Daily Activity PARS form. Submits form to assign staff member within clinic. Issues vouchers and schedules next appointment for secondary nutrition education. Instructs clients on the use of WIC vouchers and grocery vendor system. Refers clients to other services offered by health center if needed. Prints vouchers on demand for clients. Orders office supplies. Maintains an orderly work area. Access policies and procedures disseminated by State WIC Office, DeKalb WIC, District Office, and DeKalb Public Health. Maintain knowledge and execute daily responsibilities by compliance with and referencing policies and procedures.

MINIMUM QUALIFICATIONS: High school diploma/GED and one (1) year of experience communicating information in a customer service setting are required.

NOTE: Thank you for your interest in DKPH. Due to the volume of applications, we are unable to provide application status by phone or email. All qualified candidates will be considered but may not necessarily receive an interview.

Selected applicants will be contacted for next steps. Applicants who are not selected will not receive notification. We have the right to close any position at any time for any reason.

Employment with DeKalb Public Health is not complete or official until applicants meet all pre-employment requirements. Requirements for this position may be subject to: Pre-Employment Drug Screening, Criminal Background Check/Fingerprinting, Previous Employment Reference Check, Specific Immunizations, Motor vehicle check, and/or Education and/or Licensure verification.

ALL APPLICANTS MUST APPLY FOR THIS POSITION & COMPLETE APPLICATION IN: "Career Opportunities" at [Job Opportunities | Locations: dekalb county | Sorted by Posting Date descending | JOB OPPORTUNITIES \(governmentjobs.com\)](#) If you require accommodations under the American Disability Act (ADA), email request by the closing date of this announcement to: jannise.gray1@dph.ga.gov.

DEKALB PUBLIC HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER.