



Looking for Work That Matters?

We're Hiring! Join Our Team.

We are Accepting Applications for the Following Position: **WIC Customer Service Representative Supervisor (10101 & 10106)**

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: 09/29/2025

APPLICATION DEADLINE: 10/29/2025

EXCEPTIONAL BENEFITS INCLUDE:

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

LOCATION: East & T.O. Vinson Health Center

DIVISION/DEPARTMENT: Community Health / MCH

SALARY INFORMATION: \$43,680.00 Annually / Pay Grade I / Job Code GST123

DUTIES: The WIC Office Supervisor position under limited supervision performs a variety of clerical and administrative duties. The WIC Office Supervisor would plan, assign, review work assignment to ensure the State WIC guidelines and procedures are met.

Responsibilities:

1. Train staff on new process and procedures. Assure procedures and regulations are followed.
2. Analyze INSIGHT computer data input for errors and evaluate.
3. Direct and review job assignments of clerical staff/ensure clinic coverage and staffing adequate.
4. Monitor compliance by clerical to WIC guidelines/Monitor progress and productivity of staff.
5. Assign and prioritize work in keeping with employee skill.
6. Transfer of WIC records from DeKalb to other clinics throughout the US.
7. Communicate to other WIC Program throughout State concerning client's records.
8. Maintain scheduling system/One call now for WIC program.
9. Ensure WIC telephone lines are answered, and appointments made within program requirements.
10. Maintaining WIC office and equipment inventory.

11. Ensuring protocol for voucher storage and WIC voucher issuance and inventory is maintained and followed.

12. Daily responsibilities:

- Ensure missed and reminder calls are completed
- Complete daily chart audits
- Complete VPOD reports
- Ensures clients without insurance is worked daily
- Ensures 100% Gateway entry is completed from clerical staff daily
- Ensures all staff records type of interaction with each client using Daily Activity PARS forms. Submits form to assign staff member within clinic. Enters clinic activity into PARS database.
- In the lack of adequate staffing, Office supervisor will perform Clerk duties to maintain clinic.
- Ensures staff is working the Gateway customer service portal daily
- Override report
- Use, maintain and keep log-in active for the following portals: Gammis, GWIS and Grits including the gateway system for clerical staff.

13. Weekly responsibilities:

- Batch Voter Registration to Secretary of State's Office
- Work the DeKalb Chart Audits

14. Monthly responsibilities:

- Unmatched Redemption Report monitors in Sendss system
- Bank Exceptions Report
- Dual Participation Report
- Monthly calendar
- VMARS Inventory- stock paper
- Attendance Remainders
- Missing Encounter Report
- Migrant Report
- Monthly one-on-one meetings with staff

15. Annual responsibilities:

- Complete District self- reviews
- Complete Disclosure statements on all staff
- Complete Annual required training for all staff

Evaluating WIC criteria for intake of clients into WIC (Income, ID, and Residency)

- Creates and maintains a high-performance environment communicates regularly with staff on progress and regulations internal and external.
- Interacts with co-workers and clients to provide high quality customer focused services.

Responsible for Clinic clerical staff

- Answers telephone, receive and channel all incoming calls appropriately
- Receive clients as they come in for clinic visits and refer to appropriate nutritionist.
- Demonstrate competency in daily performance of registering clients properly, updating immunization records, motor voter information, intake charts for WIC Program with proper forms
- Call clients scheduled for appointments to remind them of WIC appointments
- Complete EVOC insurance as requested
- Complete missed voucher reports
- Check voice mail/return calls daily
- Issue Vouchers according to established guidelines
- Input encounter forms
- Input data on transfer to WIC, Grady Baby/Emory Decatur information.

Maintain a high level of public contact both in person and by phone. This entails disseminating general and specific information on various programs.

- Relate to patients in a friendly, courteous manner, helping clients feel at ease.
- Communicate with customers and obtain all required information necessary to determine and address their specific needs; tactfully explains why, if service can not be provided.
- Provide clear, accurate information; explain procedures or materials or provide supplemental information

Appointments: Initiates and maintains appointments system

- Schedule and enters in front-end system appointments on each appropriate clinic
- Locate available appointments in computer search
- Input cancel or kept appointment data to generate missed appointment report/cards
- Use computer to confirm or cancel appointments
- Completes and keys in registration on each new patient adhering to WIC guidelines

- Daily identify prenatal who have missed their WIC appointments contact and offer subsequent appointments within processing standards. 3 attempts need to be made.

Other duties as assigned include but not limited:

- Represent center staff at appropriate meetings
- Keep adequate supplies necessary for proper operation.
- Ensure HIPPA forms are completed and documented
- Input secondary contacts for nutrition education
- Input correct information for 30-day certification and returns
- Ensure the clinic is maintained in an orderly, clean, neat fashion. Ensure all repairs and maintenance needs have been reported to the District Office.
- Access policies and procedures disseminated by State WIC Office, DeKalb County Board of Health. Maintain knowledge and execute daily responsibilities by compliance of and referencing policies and procedures.

MINIMUM QUALIFICATIONS: High school diploma/GED and five (5) years in a lead worker, team leader, or supervisory role communicating information in a customer service setting; or two (2) years of experience required at the lower level Customer Svc Rep 3 (GST122).

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.