



Looking for Work That Matters?

We're Hiring! Join Our Team.

We are Accepting Applications for the Following Position: **WIC Customer Service Representative (10130)**

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: 09/26/2025

APPLICATION DEADLINE: 10/26/2025

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: North Health Center

DIVISION/DEPARTMENT: Community Health - MCH

SALARY INFORMATION: \$34,200.00 Annually / Pay Grade G / Job Code GST121

DUTIES: *Under supervision of WIC Office Supervisor performs work that requires independent judgment.*

1. Reallocates task as necessary
2. Schedules WIC appointments for clients
3. Verifies accuracy of data entered by clerical staff using Chart Monitoring logs.
4. Monitors security of voucher paper, printed vouchers, and computer system.

Responsible for clerical support for WIC Department.

1. Serves clients in a professional manner. Courteously greets all individuals who are requesting services.
2. 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.
3. Returns calls from voicemail messages within one business day.
4. Answers client's questions regarding services offered, business hours, and the Eligibility process.
5. 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.
6. Reviews for appropriate documentation; client's identifications, proof of residence and proof of income and scan all documentation into GA Gateway and Insight.
7. Provides and explains to clients the Rights and Responsibilities form. Obtains signature from client acknowledging understanding of form. Scan form into front in system.
8. Receives and distributes incoming correspondence.
9. Directs clients appropriately to maintain clinic flow.
10. Updates client's information. Import from GA Gateway (GA WIC Intake system) into Front-End system
11. Records type of interaction with each client using Daily Activity PARS form. Submits form to assign staff member within clinic. Enters clinic activity into PARS database

12. Issues vouchers and schedules next appointment for secondary nutrition education.
13. Instructs clients on use of WIC vouchers and grocery vendor system and dual participation.
14. Refers clients to other services offered by health center if needed.
15. Prints vouchers on demand for clients and documents all overrides.
16. Contacts clients from customer portal notification pulled from SharePoint no less than 24 hours after receiving the information from gateway to complete the intake processes.
17. Maintains an orderly work area.
18. Contacts Clients listed on Clients Without Issues Report to inform of current eligibility status.
19. Follows established procedures in facilitating WIC transfers.
20. Access policies and procedures disseminated by State WIC Office, DeKalb WIC District Office, and DeKalb County Board of Health. Maintain knowledge and execute daily responsibilities by compliance of and referencing policies and procedures.

Assists WIC Office Supervisor as needed.

1. Supervises clerical staff in the absence of the Office Manager.
2. Aides in maintaining fluent clinic flow by giving periodic verbal assessments of clinic status for Intake and Voucher Pickup to the Office Supervisor, throughout the day.
3. Supports training staff. Completes Clerical Checklist and Clerical Competency Assessment when needed.
4. Completes reports. Files original forms and submits copies to designated person per District Responsibility assignments.
5. Daily identify prenatal who have missed their WIC appointments contact and offer subsequent appointments within processing standards. 3 attempts need to be made.

MINIMUM QUALIFICATIONS: High school diploma/GED and two (2) years of experience communicating information in a customer service setting

OR

One (1) year of experience required at the lower level Customer Svc Rep 1 (GST120) or position equivalent.

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.