



Looking for Work That Matters?

We're Hiring! Join Our Team.

We are Accepting Applications for the Following Position: **Hourly WIC Customer Service Representative (10336)**

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: 11/25/2025

APPLICATION DEADLINE: 12/25/2025

LOCATION: East Health Center

DIVISION/DEPARTMENT: Community Health – MCH

SALARY INFORMATION: \$18.00 Hourly / Pay Grade TPW / Job Code T6001

DUTIES: Under supervision of WIC Office Supervisor performs work that requires independent judgment in the absence of the WIC Office Supervisor.

1. Reallocates task as necessary
2. Schedules WIC appointments for clients
3. Monitors security of vouchers, computer system and clinic flow.

Responsible for clerical support for WIC Department.

1. Serves clients in the order numbers were taken 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. Answers client's questions regarding services offered business hours, and the intake process.
4. Checks client's identification, proof of residence and proof of income.
5. Provides clients with the Give Rights/Obligation and complete the 24-hour diet recall form.
6. Completes Declaration statement and gives voter application if clients request to register to vote.
7. Lists client's name, age and service on the clinic book.
8. Completes header on the certification form.
9. Conducts income eligibility interviews and completes income portion of WIC Certification/Assessment form and signatures.
10. Receives and distributes incoming correspondence.
11. Furnishes ineligibility notice to clients following established procedures.
12. Updates clients information on the Insight System
13. Directs clients to maintain clinic flow.
14. Reviews medical records and adds needed forms, labels and immunization information.
15. Lists client's names on daily activity report.
16. Issues vouchers and schedules next appointment for nutritional education.
17. Instructs clients on use of WIC vouchers and grocery vendor system.
18. Refers clients to other services offered by health center if needed.
19. Prints vouchers on demand for clients.
20. Batches data information from Manual Voucher System daily and transmit to Viking for processing to receive voucher reports.

21. Copies reports for office and mails original to the proper office.
22. Orders office supplies.
23. Maintains an orderly work area.

MINIMUM QUALIFICATIONS: High school diploma or GED AND Six months of full-time work experience providing customer support or technical assistance.

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.