



Looking for Work That Matters?

We're Hiring! Join Our Team.

We are Accepting Applications for the Following Position: **WIC Customer Service Representative 2 (10464)**

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: 09/14/2026

APPLICATION DEADLINE: 09/28/2026

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: \$38,433.04 / Pay Grade G / Job Code GST121

DUTIES: Under the supervision of the WIC Office Supervisor, performs advanced clerical and customer service duties requiring independent judgment in support of WIC program operations. Provides professional and courteous service to WIC clients, conducts client intake and eligibility-related activities, schedules appointments, maintains accurate records, supports clinic flow, and ensures compliance with established WIC policies and procedures.

Assists the WIC Office Supervisor with daily clinic operations, staff support, training, reporting, and workflow coordination. Serves as a resource to clients and staff while maintaining confidentiality, accuracy, professionalism, and a high standard of customer service.

Essential Duties and Responsibilities

1. Greets and assists WIC clients and visitors in a professional, courteous, and respectful manner.
2. Provides accurate information regarding WIC services, clinic hours, appointments, eligibility processes, and program requirements.
3. Receives, screens, and directs telephone calls and responds to client questions and requests.
4. Returns voicemail messages within established program standards.
5. Directs clients appropriately to support efficient clinic flow.
6. Explains WIC program information, client rights and responsibilities, voucher use, grocery vendor procedures, and dual participation requirements.
7. Refers clients to other appropriate services available through the health center or community resources.
8. Communicates with clients through telephone, written correspondence, electronic systems, and in-person interactions.

9. Maintains professionalism and composure when assisting clients who may be frustrated, confused, or experiencing barriers to accessing services.

WIC Intake and Documentation

1. Conducts WIC intake activities using applicable WIC and eligibility systems, including GA Gateway, GIMMS, GRITS, GWIS, and related systems.
2. Reviews required client documentation, including identification, residency, and income verification.
3. Scans and maintains required documentation in applicable electronic systems.
4. Provides and explains Rights and Responsibilities documentation and obtains required client acknowledgment.
5. Updates client information and imports applicable information from GA Gateway into the appropriate front-end system.
6. Documents client interactions and clinic activities using required forms and databases.
7. Processes customer portal notifications and completes intake activities within established processing standards.
8. Contacts clients regarding eligibility status and other required follow-up activities.
9. Follows established procedures for WIC transfers and other client transactions.

Appointments, Vouchers, and Clinic Operations

1. Schedules for WIC appointments and follow-up appointments in accordance with program requirements.
2. Issues vouchers and schedules subsequent appointments for nutrition education.
3. Prints vouchers upon client request and accurately document authorized overrides.
4. Maintains security and accountability of voucher paper, printed vouchers, client information, and computer systems.
5. Receives and distributes incoming correspondence.
6. Monitors clinic workflow and communicates operational issues to the WIC Office Supervisor.
7. Helps maintain an orderly, organized, and professional work environment.
8. Contacts clients identified on applicable reports, including clients requiring appointment or eligibility follow-up.
9. Identifies prenatal clients who have missed WIC appointments and make required outreach attempts to assist with rescheduling within established processing standards.

Quality Assurance and Compliance

1. Reviews and verify the accuracy of data entered by clerical staff using applicable chart monitoring and quality assurance processes.
2. Maintains knowledge of and comply with policies and procedures established by the State WIC Office, DeKalb WIC District Office, and DeKalb Public Health.
3. Protect confidential client and program information and follows applicable privacy and security requirements.
4. Maintains accurate records and completes required reports and documentation.
5. Identifies discrepancies, errors, or workflow concerns and brings them to the attention of the appropriate supervisor.
6. Perform assigned duties in accordance with established program standards, procedures, and deadlines.

Collaboration and Communication

1. Collaborates effectively with WIC staff, health center personnel, supervisors, and other internal partners to coordinate client services and maintain efficient clinic operations.
2. Communicates clearly, respectfully, and professionally with clients, coworkers, supervisors, and external partners.
3. Shares timely and accurate information with appropriate staff to support continuity of client care and clinic operations.
4. Provides periodic verbal updates to the WIC Office Supervisor regarding clinic status, intake activity, voucher pickup, client flow, and operational concerns.
5. Works cooperatively with team members to resolve client concerns and address workflow challenges.

6. Supports a positive team environment by demonstrating respect, accountability, reliability, and willingness to assist others.
7. Communicates changes in procedures, client needs, system issues, or operational concerns promptly to the appropriate staff.
8. Uses active listening and appropriate questioning to understand client needs and determine the appropriate response or referral.
9. Maintains professionalism when communicating with individuals from diverse backgrounds and with varying levels of understanding of WIC processes.

Supervisory and Leadership Support

1. Assists the WIC Office Supervisor with daily clinic operations as needed.
2. Provides clerical staff supervision in the absence of the Office Manager, as assigned.
3. Assists with maintaining efficient clinic flow and communicates operational status to the WIC Office Supervisor.
4. Supports the training and onboarding of clerical staff.
5. Completes clerical competency checklists and assessments when assigned.
6. Assists with completion of reports, filing of original documents, and submission of required copies to designated personnel.
7. Reallocates or redistributes tasks as necessary to support clinic operations and client service.

Behavioral Competencies

Customer Focus

Demonstrates a commitment to providing timely, respectful, responsive, and client-centered service. Maintains a professional demeanor and seeks to understand and appropriately address client needs.

Communication

Communicates information clearly and accurately, both verbally and in writing. Listens attentively, asks appropriate questions, and adjusts communication to the needs of the client or audience.

Collaboration and Teamwork

Works effectively with coworkers and supervisors to accomplish shared goals. Supports team members, shares information, and contributes to a cooperative and respectful work environment.

Accountability

Takes responsibility for assigned work, follows established procedures, meets deadlines, and promptly communicates errors, concerns, or barriers that may affect service delivery.

Attention to Detail

Maintains accuracy when entering, reviewing, scanning, and documenting client and program information. Identifies discrepancies and takes appropriate action to correct or escalate them.

Adaptability

Responds effectively to changes in client volume, clinic priorities, procedures, technology, and program requirements while maintaining service quality.

Problem Solving

Uses sound judgment to identify problems, determine appropriate next steps, and seek guidance when an issue falls outside established procedures or authority.

Professionalism

Demonstrates integrity, courtesy, dependability, and respect in interactions with clients, coworkers, supervisors, and community partners. Maintains appropriate confidentiality when handling sensitive client information.

Organization and Time Management

Prioritizes multiple responsibilities, manages competing client and administrative demands, and completes work accurately within established processing standards.

Cultural Responsiveness

Demonstrates respect for individuals from diverse backgrounds and communicates in a manner that promotes dignity, inclusion, understanding, and equitable access to services.

Initiative

Works independently within established guidelines, anticipates routine operational needs, and takes appropriate action without requiring constant direction.

Work Standards

- Maintains confidentiality of client and program information.
- Follows all applicable WIC, DeKalb County Board of Health, and departmental policies and procedures.
- Maintains accurate and timely documentation.
- Demonstrates dependable attendance and punctuality.
- Maintains a professional and organized work environment.
- Performs duties with appropriate independence and judgment.
- Provides consistent, respectful, and client-centered customer service.

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.