

Looking for work that matters? We're hiring! Join our team.



We are Accepting Applications for the Following Position: **WIC Customer Service Representative (10119)**

Founded in the 1920s and headquartered in Decatur, GA, the DeKalb Public Health 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 dekalbhealth.net.

POSTING DATE: 10/02/2026

APPLICATION DEADLINE: 10/16/2026

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: North Health Center

DIVISION/DEPARTMENT: Community Health –MCH

SALARY INFORMATION: \$35,007.80 Annually / Pay Grade F / Job Code GST120

DUTIES: Under the supervision of the Program Operations Specialist-WIC, the WIC Customer Service Representative provides clerical, customer service, scheduling, and administrative support for the Women, Infants, and Children (WIC) Program. This position serves as an initial point of contact for WIC applicants and clients, responds to high-volume telephone and voicemail inquiries, provides information regarding WIC services and eligibility requirements, schedules appointments, updates client demographic information, facilitates transfers, and connects clients with appropriate WIC staff and community resources.

The position requires strong customer service skills, attention to detail, sound judgment, the ability to manage a high volume of calls and client requests, and the ability to follow WIC, Georgia WIC, and DeKalb County Board of Health policies and procedures.

Essential Duties and Responsibilities

Customer Service and Call Center Support

- Provides courteous, professional, and responsive customer service to WIC applicants and clients.
- Answers and manages a high-volume telephone system, averaging more than 75 calls per operator daily.
- Retrieves and responds to WIC Call Center voicemail messages daily, averaging more than 50 messages.
- Answers client questions regarding WIC services and programs offered by the DeKalb County Board of Health.
- Provides accurate information regarding available services and explains how clients may access appropriate DeKalb County Board of Health resources.
- Forwards calls and inquiries to appropriate personnel when additional assistance is required.
- Maintains an orderly, organized, and professional work area.
- Responds to client inquiries in a respectful, patient-centered, and solutions-oriented manner.

WIC Intake, Eligibility Information, and Appointment Scheduling

- Provides applicants and clients with information regarding WIC intake and eligibility requirements.
- Listens attentively to clients to determine the type of WIC appointment or service being requested.
- Schedules appointments according to the appropriate WIC appointment type and designated scheduling profiles.
- Reviews client requests to determine whether the matter can be addressed through routine scheduling or requires escalation to appropriate WIC clinical or nutrition staff.
- Performs initial triage to identify situations that require escalation to a nutritionist or other appropriate WIC staff member.
- Provides clients with accurate information regarding appointment requirements, procedures, and next steps.
- Supports efficient clinic flow by appropriately directing clients and inquiries.

Client Records and Information Management

- Updates client demographic information within the Registration module of the 1FES system, currently INSIGHT.
- Maintains accurate and timely client information in applicable systems.
- Reviews information for completeness and accuracy and follows established procedures for correcting or updating client records.
- Maintains confidentiality of client information in accordance with applicable policies, procedures, and privacy requirements.
- Documents client contacts, inquiries, scheduling activities, and other required information accurately.

Transfers and Inter-District Coordination

- Serves as a liaison in facilitating WIC transfers between alternate districts and states.
- Provides verbal verification when authorized and requested.
- Identifies transfer requests requiring additional action and notifies the Office Supervisor or designee when finalization is necessary.
- Coordinates with appropriate WIC staff and external WIC offices to facilitate timely and accurate transfer activities.
- Communicates transfer requirements and next steps clearly to clients.

Language Access and Client Communication

- Accesses approved Language Line interpretation services to communicate effectively with applicants and clients who have limited English proficiency.
- Uses appropriate language-access resources to accurately determine client needs and schedule the appropriate appointment or service.
- Communicates respectfully and effectively with individuals from diverse cultural, socioeconomic, and linguistic backgrounds.
- Supports equitable access to WIC services by identifying and addressing communication barriers within established procedures.

Policies, Procedures, and Program Compliance

- Accesses and maintains current knowledge of policies and procedures issued by the State WIC Office, DeKalb WIC District Office, and DeKalb County Board of Health.
- Performs daily responsibilities in accordance with applicable WIC policies, procedures, guidelines, and established workflows.
- References appropriate policies and procedures when responding to client questions or determining the appropriate course of action.
- Maintains awareness of changes to WIC policies, procedures, systems, scheduling requirements, and program operations.
- Seeks guidance from supervisors or appropriate WIC personnel when situations fall outside established procedures or assigned authority.

Collaboration & Communication

- Collaborates with WIC supervisors, nutritionists, program staff, administrative staff, and other DeKalb County Board of Health personnel to coordinate client services.
- Communicates effectively with applicants and clients to identify needs, provide accurate information, schedule appropriate services, and explain next steps.
- Coordinates with alternate WIC districts and states to facilitate client transfers and required verification.
- Escalates client concerns, clinical or nutrition-related questions, complex eligibility issues, and other matters to the appropriate staff member.
- Uses approved interpretation and language-access resources to support effective communication with clients who have limited English proficiency.
- Maintains professional and respectful communication during high-volume or challenging interactions.
- Provides accurate and timely information through telephone, voicemail, electronic systems, and other approved communication methods.
- Protects confidential client information and communicates sensitive information only through appropriate channels.
- Contributes to a positive, team-oriented work environment and supports coworkers in maintaining efficient client service operations.

Behavioral Competencies

- **Customer Service:** Provides courteous, respectful, patient-centered, and responsive service to WIC applicants and clients.
- **Communication:** Communicates clearly, professionally, and accurately with clients, coworkers, supervisors, and partner organizations.
- **Active Listening:** Listens carefully to client needs and accurately determines the appropriate service, appointment, or referral.
- **Attention to Detail:** Enters and maintains accurate demographic, scheduling, transfer, and client information.
- **Organization:** Maintains an orderly work area and effectively manages multiple calls, messages, appointments, and administrative responsibilities.
- **Time Management:** Prioritizes work effectively while managing high-volume calls, voicemail messages, client requests, and competing responsibilities.
- **Problem Solving:** Identifies client needs, resolves routine issues, and appropriately escalates matters outside the scope of the position.
- **Judgment:** Recognizes when a client situation requires assistance or escalation to a supervisor, nutritionist, or other appropriate staff.
- **Adaptability:** Adjusts to changes in policies, procedures, technology, scheduling requirements, workload, and program operations.
- **Accountability:** Takes responsibility for assigned duties, follows established procedures, and completes work accurately and timely.
- **Teamwork:** Works cooperatively with WIC staff and other partners to support effective client services and clinic operations.
- **Cultural Responsiveness:** Demonstrates respect and sensitivity when working with individuals from diverse cultural, linguistic, and socioeconomic backgrounds.
- **Confidentiality and Integrity:** Protects client information and demonstrates ethical and professional conduct.
- **Stress Management:** Maintains professionalism, composure, and service quality while working in a high-volume environment.

MINIMUM QUALIFICATIONS: High school diploma or GED.

OR

One (1) year of experience communicating information in a customer service setting.

PREFERRED QUALIFICATIONS: Experience working in a WIC, public health, healthcare, social services, or other benefits-assistance environment.

- Experience scheduling appointments in a healthcare or public service setting.
- Experience working with electronic health records, client registration systems, or other database applications.
- Experience verifying or updating client demographic, eligibility, insurance, or program information.
- Experience working with individuals from diverse cultural, linguistic, and socioeconomic backgrounds.
- Experience using telephone call center or high-volume customer service systems.
- Experience using interpretation or language-access services.
- Experience with Microsoft Word, Excel, Outlook, or similar office applications.
- Experience working with INSIGHT or comparable healthcare/public health information systems.
- Knowledge of WIC services, eligibility requirements, policies, and procedures.
- Experience working with confidential client information and maintaining privacy requirements.

Working Environment

- Work is performed primarily in a public health clinic, WIC office, and customer service/call center environment.
- Requires frequent telephone communication and the ability to manage a high volume of incoming calls and voicemail messages.
- May require extended periods of sitting, standing, speaking on the telephone, using a computer, and performing repetitive keyboard or data-entry activities.
- Requires frequent interaction with WIC applicants, clients, families, caregivers, coworkers, supervisors, healthcare and nutrition professionals, and other public health staff.
- Work may involve interactions with individuals experiencing stress, frustration, confusion, or other challenges related to accessing services.
- Requires the ability to maintain professionalism and composure during difficult or high-volume customer interactions.
- Requires sustained attention to detail when scheduling appointments, entering client information, processing transfers, and communicating program requirements.
- Requires the ability to work in a fast-paced environment with competing priorities and established deadlines.
- May involve periods of high call volume and increased client activity.
- Requires adherence to confidentiality, privacy, safety, infection-control, and DeKalb County Board of Health policies and procedures.
- Requires the ability to work effectively both independently and as part of a multidisciplinary WIC team.
- May require occasional schedule adjustments based on clinic operations, program needs, training, or special events.

Other Duties

Performs other related duties and responsibilities as assigned.

NOTE: Employment with DeKalb Public Health is not complete or official until applicants meet all pre-employment requirements. If this position requires a college degree and you are selected for an interview, you will be required to submit official transcripts to the Human Resources Department prior to any official offer of employment.

Not every applicant will receive an interview and only those selected for an interview will be notified. We have the right to close any position at any time.

Fingerprint Criminal Records Investigation Is Required

ALL APPLICANTS MUST APPLY FOR THIS POSITION & COMPLETE APPLICATION IN: "Career Opportunities" at www.dph.georgia.gov

If you require accommodations under the American Disability Act (ADA), email request by the closing date of this announcement to:
Brittany.leslie@dph.ga.gov

DEKALB PUBLIC HEALTH IS AN EQUAL OPPORTUNITY EMPLOYER.