

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, 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 dekalbpublichealth.com.

POSTING DATE: 10/26/2026

APPLICATION DEADLINE: 11/26/2026

LOCATION: East Health Center

DIVISION/DEPARTMENT: Community Health - MCH

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

DUTIES: Under the supervision of the WIC Office Supervisor, performs clerical, administrative, and customer service duties in support of the Women, Infants, and Children (WIC) program. Exercises independent judgment in coordinating daily tasks, scheduling client appointments, processing WIC intake documentation, maintaining accurate client records, issuing vouchers, and supporting clinic operations. Ensures that clients receive courteous and professional service while following established state and local WIC policies, procedures, and program requirements.

Essential Duties and Responsibilities **Client Services and Customer Support**

- Greet clients and visitors courteously and provides professional customer service to individuals requesting WIC services.
- Answers client questions regarding available services, business hours, and eligibility processes.
- Receives, screens, and directs telephone calls to the appropriate staff members; documents callers' questions, requests, and needs and routes calls promptly.
- Returns voicemail messages within one business day.
- Directs clients to the appropriate staff members and service areas to maintain efficient clinic flow.
- Refers clients to other services offered by the health center when appropriate.
- Receives and distributes incoming correspondence.
- Maintains an orderly and professional work area.

WIC Intake and Eligibility Documentation

- Conducts WIC intake activities using applicable systems, including GA Gateway, GIMMS, GRITS, GWIS, and WEC, as well as scanned documents and information submitted through the Worker Portal and Customer Portal.
- Reviews client documentation for completeness and accuracy, including identification, proof of residence, and proof of income.
- Scans required documentation into GA Gateway and Insight.
- Provides and explains the WIC Rights and Responsibilities form, obtains the client's signature acknowledging understanding, and scans the signed form into the designated front-end system.
- Updates client information and imports information from GA Gateway, the Georgia WIC Intake system, into the front-end system.
- Contacts clients identified through Customer Portal notifications received through SharePoint within no less than 24 hours of receiving the information from Gateway to complete intake processes.
- Contacts clients listed on the Clients Without Issues Report to communicate their current eligibility status.
- Follows established procedures for WIC client transfers.

Appointment Scheduling and Clinic Coordination

- Schedules WIC appointments and subsequent appointments for secondary nutrition education.
- Reallocates and adjusts tasks as necessary to support daily clinic operations and client service needs.
- Coordinates client movement through the clinic to promote timely and efficient service.
- Issues vouchers and schedules follow-up appointments as appropriate.

Voucher Processing and Program Security

- Prints and issues WIC vouchers upon request and documents all overrides in accordance with established procedures.

- Instructs clients on the proper use of WIC vouchers, the grocery vendor system, and dual participation requirements.
- Monitors the security of voucher paper, printed vouchers, and computer systems.
- Verifies the accuracy of data entered by clerical staff using Chart Monitoring logs.
- Follows established procedures for voucher handling, documentation, and program operations.

Data Entry, Reporting, and Records Management

- Records the type of interaction with each client using the Daily Activity PARS form.
- Submits completed PARS forms to the assigned staff member within the clinic.
- Enters clinic activity information into the PARS database.
- Maintains accurate client information, intake documentation, activity records, and supporting paperwork.
- Performs clerical and administrative tasks necessary to support WIC program operations.

Policy Compliance and Administrative Support

- Accesses, reviews, and follows policies and procedures disseminated by the State WIC Office, DeKalb WIC District Office, and DeKalb County Board of Health.
- Maintains knowledge of applicable policies, procedures, and operational requirements to perform daily responsibilities accurately and consistently.
- Use established procedures and applicable program systems to complete assigned tasks and resolve routine client service issues.
- Performs other duties in support of WIC Department operations as assigned.

Collaboration, Communication, and Professional Practice

- Communicate professionally and respectfully with clients, coworkers, supervisors, and other health department personnel.
- Protects the confidentiality and security of client information and programming records in accordance with applicable policies and procedures.
- Coordinates with WIC staff to support accurate intake processing, appointment scheduling, voucher issuance, and client follow-up.
- Escalates questions, discrepancies, and issues requiring supervisory review.
- Demonstrates accountability and sound judgment when handling client documentation, vouchers, and program information.

Behavioral Competencies

- **Customer Service:** Provides courteous, responsive, and professional assistance to clients and visitors.
- **Attention to Detail:** Reviews documentation, verifies data accuracy, and maintains complete records.
- **Organization and Time Management:** Manages appointments, telephone calls, intake tasks, and competing priorities efficiently.
- **Communication:** Communicates information clearly and professionally, both verbally and in writing.
- **Confidentiality and Integrity:** Handles sensitive client information and program materials responsibly.
- **Problem-Solving:** Uses established procedures and independent judgment to address routine operational issues.
- **Adaptability:** Adjusts tasks and priorities to meet changing clinic needs.
- **Teamwork:** Coordinates effectively with coworkers and supervisors to maintain efficient clinic operations.

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

PREFERRED QUALIFICATIONS:

- Experience providing customer service in a healthcare, public health, social services, or community-based setting.
- Experience with appointment scheduling, clerical support, data entry, and electronic recordkeeping.
- Experience reviewing client documentation and maintaining confidential records.
- Ability to learn and use multiple computer systems and program-specific databases.
- Experience assisting clients with applications, eligibility documentation, or public assistance programs.
- Ability to communicate professionally with individuals from diverse backgrounds.

Working Environment

Work is performed primarily in a clinic or office environment and involves frequent interaction with clients, telephone communication, computer-based data entry, document processing, and coordination with WIC staff. The position requires adherence to established procedures for handling confidential client information and securing program materials.

Physical Requirements

The position may require prolonged sitting or standing, frequent computer and telephone use, handling and organizing paperwork, and moving throughout the clinic to assist clients and staff.

Other Duties

This job description describes the general nature and level of work performed and is not intended to be an exhaustive list of all duties and responsibilities. Additional duties may be assigned based on operational needs.

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.

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

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