



JOB DESCRIPTION QUESTIONNAIRE (JDQ)

SECTION 1 - DEMOGRAPHIC INFORMATION

Class Title	WIC Support Staff (WIC Clerk)	Department	WIC	Division	Health
Classification per 2.76 RMC	<input type="checkbox"/> Executive (City Officer or Department Head) <input type="checkbox"/> Managerial Service <input type="checkbox"/> Deputy/Assistant Service <input type="checkbox"/> Supervisory <input type="checkbox"/> Professional <input type="checkbox"/> Confidential <input checked="" type="checkbox"/> General Employee			Work Location	<input type="checkbox"/> City Hall <input type="checkbox"/> Fire <input checked="" type="checkbox"/> Health <input type="checkbox"/> Library <input type="checkbox"/> PW <input type="checkbox"/> Police
Full-Time / Part-Time	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time, Hours per week	Supervisor Title	WIC Director		
HR Only	Working Title	Salary Grade -		FLSA Code:	<input type="checkbox"/> Exempt <input type="checkbox"/> Non-exempt

Position Summary – Summarize the purpose and primary responsibilities for this position. (Job Announcement Wording)

The WIC Support Staff (WIC Clerk) is often the first point of contact for families interested in enrolling in the WIC program. The clerk screens families for WIC eligibility including residency, identity and income qualification and documents this in WIC ROSIE computer application. The clerk assures all necessary documentation is received and signed to be in compliance with program standards. The clerk also is responsible for scheduling new appointments in accordance with state processing timeframes for new applicants to assure program compliance. Contact with families is done by phone, in-person, email and texting depending on family preference.

SECTION 2 - DESCRIPTION OF EXPECTED WORK HOURS/CORE FUNCTIONS, ESSENTIAL DUTIES & RESPONSIBILITIES

The core functions/essential duties/responsibilities of the job, which are the most important aspects of the job. This section is focused on WHAT is done rather than HOW it is done. Wording that provides a clear for someone not familiar with the work is used. Terminology or acronyms that are not widely known are avoided. The list includes the duties that are most important at the top, and the estimated percentage of the total annual time that each item takes. (FYI - 10% equates to roughly 200 hours of a work year.) Duties and responsibilities that account for as close to 100% of work time as possible are listed. Catch-all categories may be included but are not evaluated as part of the classification for the position (e.g. misc. duties, other duties as assigned, etc.), those sections will likely NOT be evaluated. **Frequency Codes:** Daily [D] / Weekly [W] / Bi-Weekly [B] / Monthly [M] / Quarterly [Q] / Annually [A] / As Needed [N]

Expected Work Hours/Core Functions/Essential Duties and Responsibilities of the Position		Frequency	% of Annual Total Time
Expected Work Hours	<input checked="" type="checkbox"/> Normal Business Hours (M-F, 8 am- 4:30 pm); but may work alternative schedules as required <input type="checkbox"/> Full-time salaried position ¹ <input type="checkbox"/> Emergency call outs, before and after standard scheduled hours of work including weekends and holidays <input type="checkbox"/> Watch Duty <input checked="" type="checkbox"/> Other, describe: Must be available after hours to respond to phone calls from WIC breastfeeding women. Regular attendance is an essential function of this job to ensure continuity of service delivery.		
Promotes and screens potentially eligible WIC families via telephone, in-person or internet based inquiries		D	20%
Schedules appointments following WIC policies and procedures for procession standards, re-certification guidelines and benefit issuance		D	20%
Accurately assess and document WIC eligibility criteria including identification, residency and income varication to verify WIC eligibility		D	20%
Maintain and update participant information in WIC ROSIE system to assure ongoing program communication and accurate transmission of WIC related information and data to necessary entities		D	10%
Ensures compliance with documentation requirements including obtaining necessary signatures and records retention requirements as specified in WIC policy		D	10%

¹

with expectations for coverage during core business hours and flexibility required as necessary to accommodate business needs. Accessible by cell phone and/or to report to the worksite outside of regular office hours, including but not limited to, nights, weekends, holidays, etc.

[illegible]

SECTION 3 - COMPETENCIES, KNOWLEDGE, SKILLS AND ABILITIES

Microsoft Office Suite

ROSIE WIC computer system

Computer

Phone including Apple cell phone

Fax machine

Copier

Printer

Wisconsin Forward Health Portal

Wisconsin Immunization Registry

If checked the following are applicable to the position: ☐ maintains the ability to competently and credibly testify in court; ☐ maintains ability to lawfully operate designated motor vehicles at all times when driving duties are performed; ☐ maintains the ability to travel throughout and enter all different properties in the jurisdiction

Job Specific

List the desired knowledge, skills, and abilities needed to be successful in performing the position (e.g., knowledge of local government organization and administration; skill in listening, critical thinking, problem analysis and problem-solving; ability to quickly adapt and learn specialized software systems and databases)

Customer Service skills used in phone and personal interactions

Keyboarding and data entry while interacting on phone or in-person

Ability to adapt to new policies and procedures to assure program compliance

Use available technology including computer applications and programs to collect , screen and input information

Use active listening skills to analyze and diffuse client problems and concerns

Ability to work with clients/public representing diverse ethnic, cultural and economic backgrounds

Ability to work collaboratively with other members of the WIC Team and Local Health Department staff

SECTION 4 - JUDGMENTS / DECISION-MAKING

Five of the most typical judgments/decisions made in performing the job as well as the solutions to these problems, and the resource, input or guidance others provide in arriving at the decision. Who reviews, if anyone.

Typical Problems/Challenges	Possible Solution(s) to Problem/Challenge	Resources Available and/or Used	Job Title of Who Reviews
Determining eligibility of WIC clients	Investigating all eligibility options including adjunct eligibility such as Forward Health, FoodShare or Wisconsin Shares participation. Accurately assessing family size and income sources.	State WIC policies, client provided documents and state portal interfaces	WIC Director
Dealing with angry or upset clients	Use client centered phrases and open-ended questions to diffuse the situation. Report violations to WIC Rights and Responsibilities to WIC Director	Training in person-centered interactions, verbal judo, WIC Rights and Responsibilities	State WIC Office, WIC Director, HR
Families experiencing crisis outside of WIC program or if not eligible	Use Milwaukee County Resource Guide for referrals to other programs. Refer to LHD community partners.	Milwaukee County Resource Guide, Local Health Department contacts	WIC Director
Clients come to clinic outside of normal posted hours or scheduled appointment and demand service	Send appointment reminders. Use ROSIE comments to determine what is needed for family and accommodate as schedule/enrollment status allows	ROSIE appointment reminders, WIC schedule, ROSIE comments and certification information	WIC Director/Project Nutritionist
Families call with problems shopping for WIC approved foods	Look up eWic account to make sure card has been activated. Ask family about what foods they have not been able to buy and review choices if not	WIC Policies and procedures, WIC Approved Food List, ROSIE account	State WIC Office, WIC Director

[illegible]

Education	<input type="checkbox"/> Less than High School <input checked="" type="checkbox"/> High School/GED <input type="checkbox"/> One Year Certificate <input type="checkbox"/> Associate's Degree <input type="checkbox"/> Bachelor's Degree <input type="checkbox"/> Master's Degree <input type="checkbox"/> Professional Degree (Engineering, Law, Library, Medicine Nursing, etc.) Field of Study: Additional Information (e.g. specific coursework, etc.):			
	<input type="checkbox"/> No Experience <input checked="" type="checkbox"/> < 2 yr. <input type="checkbox"/> 2 to 3 yrs. <input type="checkbox"/> 4 to 5 yrs. <input type="checkbox"/> 6 to 7 yrs. <input type="checkbox"/> 8 to 9 yrs. <input type="checkbox"/> 10 to 11 yrs. <input type="checkbox"/> ≥ 12 yrs.			
Required Certification/Licensure/Training³		How Attained/Provided	Required Upon Hire?	May Obtain After Hire?
Blood Borne Pathogens		Online Training	No	Yes
WIC Support Staff Training Modules		Online Training	No	Yes within 30 days of hire
WIC Confidentiality and ROSIE Security		Online Training	No	Yes within 30 days of hire
Mandated Reporter		Online Training	No	Yes within 30 days of hire
CPR		In-person Training	No	Yes within 6 months of hire

3 including but not limited to: valid WI Driver's License, valid WI Commercial Driver's License [CDL], confined space training, blood borne pathogen training, etc.

SECTION 7 - SUPERVISION / MANAGEMENT

A. Supervision Received by this position upon successful completion of a training period:

- ☒ **Close Supervision:** Assigned duties according to specified procedures and receives detailed instructions. Work is checked frequently.
- ☐ **Supervision:** Performs a variety of routine work within established policies and procedures, and receives detailed instructions on new projects and assignments.
- ☐ **General Supervision:** Normally receives little instruction on day-to-day work and receives general instructions on new assignments.
- ☐ **Direction:** Establishes methods and procedures for attaining specific goals and objectives, and receives guidance in terms of broad goals. Only the final results of work are typically reviewed.
- ☐ **General Direction:** Exercises wide latitude in determining objectives and approaches to critical assignments.

B. Type of Responsibility/Area of Action performed by this position:	Yes	No	Provides Input
x			
Direct supervision⁴ of any employees.	Number of FTEs and job titles of those employees listed below:		
Job Title	# of FTEs		
N/A			

SECTION 8 - PHYSICAL DEMANDS⁵ AND REQUIREMENTS /WORK ENVIRONMENT/TOOLS

N=Never (0 minutes per day) **S**=Seldom (1 to 5% of time, 1-25 Minutes a Day) **O**=Occasional (5 to 33% of time, 26 minutes to 2.5 hours per day)
F=Frequent (34 to 66% of time, 2.6 – 5.25 hours per day) **C**=Constant (67 to 100% of time, 5.26 and above hours per day)

Possess the physical capacity to perform the duties of the position including, but not limited to –	Never	Seldom	Occasional	Frequent	Constant
Carry/Lift/Lower/Push/Pull Objects or Materials of 10 - 50 Pounds		x			
Carry/Lift/Push/Pull Objects or Materials of > 50 Pounds; Handle Odd Objects		x			
Alternate Sit/Stand or Walk at Will - The ability to alternate between sitting and standing is present when a worker has the flexibility to choose between sitting or standing as needed when this need cannot be accommodated by scheduled breaks and/or lunch period.					x
Climbing Ramps/Stairs - Ascending or descending ramps and/or stairs using feet and legs. Hands and arms may be used for balance (e.g., to hold a railing).		x			
Climbing Ladders/Ropes/Scaffolding - Ascending or descending ladders, scaffolding, ropes, poles and the like using feet/legs and/or hands/arms.	x				
Communicating Verbally - Expressing or exchanging ideas by means of the spoken word to impart oral information to clients or the public and to convey detailed spoken instructions to other workers accurately, loudly, or quickly.					x
Crawling - Moving about on hands and knees or hands and feet.		x			
Crouching - Bending body downward and forward by bending legs and spine.		x			
Far Visual Acuity - Clarity of vision at 20 feet or more. This is not just the ability to see a person or object, but the ability to recognize features		x			

⁴ Section 111.70 (1)(o) Wis. Stats. defines a **supervisor** as: "...any individual who has authority, in the interest of the municipal employer, to hire, transfer, suspend, lay off, recall, promote, discharge, assign, reward or discipline other employees, or to adjust their grievances or effectively to recommend such action, if in connection with the foregoing the exercise of such authority is not of a merely routine or clerical nature, but requires the use of independent judgment."

⁵ <https://www.bls.gov/ncs/ors/physical.htm>

as well.					
Fine Manipulation - Picking, pinching, or otherwise working primarily with fingers rather than the whole hand or arm as in gross manipulation.				x	
Foot/Leg Controls - Use of one or both feet or legs to move controls on machinery or equipment. Controls include, but are not limited to, pedals, buttons, levers, and cranks.	x				
Gross Manipulation - seizing, holding, grasping, turning, or otherwise working with hand(s). Note: Fingers are involved only to the extent that they are an extension of the hand.				x	
Hearing Requirements					
The ability to hear, understand, and distinguish speech and/or other sounds (e.g., machinery alarms, medical codes/alarms). A yes or no answer is captured for each of the five hearing requirements listed:					
One-on-one (in person)	Y				
Group or conference (in person)	Y				
Telephone	Y				
Other sounds	N				
Passing of hearing test required	N				
Keyboarding - Entering text or data into a computer or other machine by means of a keyboard. Devices include traditional keyboard, tablet, 10 key pad, touch screen, smart phone, etc.					x
Kneeling - Bending legs at knees to come to rest on knee(s)		x			
Lifting/Carrying - Lifting is to raise or lower an object from one level to another (includes upward pulling). Carrying is to transport an object – usually by holding it in the hands or arms, but may occur on the shoulder.			x		
Near Visual Acuity - Clarity of vision at approximately 20 inches or less (i.e., working with small objects or reading small print), including use of computers					x
Peripheral Vision - Observing an area that can be seen up and down or to right or left while eyes are fixed on a given point.			x		
Pushing/Pulling - Pushing/pulling may involve use of hands/arms, feet/legs, and/or feet only done with one side of the body or both sides. Pushing - Exerting force upon an object so that the object moves away from the force; Pulling - Exerting force upon an object so that the object moves toward the force		x			
Reaching At/Below Shoulder Level - Extending hand and arms from 0 up to 150 degrees in a vertical arc. Reaching requires the straightening and extension of the arm and elbow and the engagement of the shoulder. The elbow does not need to be locked at any time and the arm does not need to remain in a continuously straight position.			x		
Reaching Overhead - Extending hands and arms in a 150 to 180 degrees vertical arc. Reaching requires the straightening and extension of the arm and elbow and the engagement of the shoulder. The elbow does not need to be locked at any time and the arm does not need to remain in a continuously straight position.			x		
Sitting - Remaining in a seated position.				x	
Standing/Walking - Standing is to remain on one's feet in an upright position at a workstation without moving about. Walking is to move about on foot.				x	
Stooping - Bending the body downward and forward by bending the spine at the waist - requiring full use of the lower extremities and back muscles.			x		
Possess the capacity to effectively and efficiently work with/in the following conditions -	Never	Seldom	Occasional	Frequent	Constant
Indoor/Office Work Environment					x
Outdoor Work Environment Extreme Hot/Cold Temperatures (>90 degrees / <40 degrees)		x			
Insects	x				
Rodents	x				
Exposure to Various Lighting Conditions (High, Low, LED, etc.)		x			
Noise >85dB (e.g. mower, heavy traffic, milling machine, etc.)		x			
Outdoor Weather Conditions (Dry/Wet/Slippery)	x				
Hazardous Fumes or Odors / Toxic Chemicals		x			
Confined Spaces (as identified by OSHA)	x				
Close Proximity to Moving Machinery / Equipment	x				
Bodily Fluids / Communicable Diseases			x		
Working Alongside Moving Traffic on Roads	x				
Electrical Hazards	x				
Vibrations	x				
Dust		x			
Interact with persons of various social, cultural, economic, personal hygiene standards, mental capacities, and educational backgrounds.					x
Other:					

Tools Used (add as needed)	Level of Proficiency ⁶ if applicable	Never	Seldom	Occasional	Frequent	Constant
Office Equipment: Desktop Computer, Copier, Phone, Fax, Scanner, etc.	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Field Technology: Ipad/Laptop/Smartphone	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Microsoft Outlook	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Microsoft Word	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Microsoft Excel	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Microsoft Access	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Microsoft PowerPoint	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Adobe Acrobat Professional	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Legistar/Granicus	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
BP Logix	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Novatime	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
HTE/Sungard	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Assetworks	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
General Code	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
GIS	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
GPS software and reporting	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Civic Ready	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Docuware (Document Management System)	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Neogov (Insight, Perform)	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
CivicPlus (Internet, Intranet CMS)	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Internet	<input checked="" type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
Personal Vehicle	Maintain Wisconsin Driver's License.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
City Vehicle	Maintain Wisconsin Driver's License.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					
	<input type="checkbox"/> Basic <input type="checkbox"/> Intermediate <input type="checkbox"/> Advanced <input type="checkbox"/> Expert					

⁶ Basic – Fundamental knowledge of common usage; Intermediate – able to perform independently with occasional guidance a majority of tasks related to position, utilizes tools in the most efficient and effective manner on a regular basis; Advanced – able to perform independently all tasks related to position, constantly utilizes tools in the most efficient and effective manner, able to implement and make suggestions on how the tools could improve processes and productivity; Expert – Recognized Authority, Go to person, able to teach others

Section 9 - Additional Comments

Any additional information:

The City of West Allis is an Equal Opportunity/Affirmative Action Employer and does not discriminate against individuals on the basis of race, color, religion, age, marital or veterans' status, sex, national origin, disability, or any other legally protected status in the admission or access to, or treatment or employment in, its services, programs or activities. Upon reasonable notice the City will furnish appropriate auxiliary aids and services when necessary to afford individuals with disabilities an equal opportunity to participate in and to enjoy the benefits of a service, program or activity provided by the City. It is the policy of the City of West Allis to provide language access services to populations of persons with Limited English Proficiency (LEP) who are eligible to be served or likely to be directly affected by our programs. Such services will be focused on providing meaningful access to our programs, services and/or benefits.

This JDQ has been prepared to assist in defining job responsibilities, physical demands, and skills needed. It is not intended as a complete list of job duties, responsibilities, and/or essential functions. This description is not intended to limit or modify the right of any supervisor to assign, direct, and control the work of employees under supervision. I understand that the City retains and reserves any or all rights to change, modify, amend, add to or delete from, any section of this document as it deems, in its judgment, to be proper.

EMPLOYEE: _____ DATE: _____

SUPERVISOR: _____ DATE: _____

DEPT. HEAD: _____ DATE: _____

HR REP: _____ DATE: _____