

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: OFFICE SUPERVISOR - WIC
CLASS CODE: 6618

FLSA STATUS: NON-EXEMPT
SUPERVISORY LEVEL: SUPERVISOR

EFFECTIVE DATE: 2/2/2012 (REPLACES 6/14/2008 VERSION)
DEPARTMENT: HEALTH

JOB SUMMARY

Under general supervision, performs supervisory, administrative support and advanced clerical work in managing the day-to-day office operations and clerical personnel of a Women, Infants, and Children (WIC) Clinic.

ESSENTIAL FUNCTIONS

Supervises, plans, and coordinates the work of assigned personnel; oversees training and ensures work is completed accurately and efficiently to meet clinic productivity standards; monitors performance and submits information including chart audits for performance appraisals; assists in making staffing decisions related to the hiring and retention of assigned personnel and the administration of disciplinary action in accordance with County policy and procedure.

Coordinates work schedules; monitors requests for leave time and arranges coverage for approved leave to ensure efficient operation of the office.

Coordinates with Clinic Director in planning and conducting monthly team meetings.

Builds monthly clinic appointment schedule in UWIN system and monitors the scheduling of clients to ensure it is meeting the needs of the clinic; provides technical assistance regarding UWIN system by resolving computer errors and performing other UWIN quality control functions.

Maintains security and accountability of the clinic including, but not limited to, key records, food vouchers, backup tapes, participant files, and clinic records.

Prepares "Alleged Abuse" forms generated from state WIC reports in preparation for investigation of potential program abuse; initiates action to resolve program abuse by contacting clients to determine whether fraud occurred and implementing corrective action according state policy.

Provides secretarial support such as typing memos, taking meeting notes, filling out forms, making copies; tracks the maintenance and repair of equipment and facilities; inventories and orders medical and office supplies, inputting purchase orders and tracking delivery.

Receives and verifies incoming food vouchers and arranges sequential voucher use to aid audit trail; processes "unused" check stock reports and resolves problems; returns voided checks to the state.

Recommends changes to forms, policies, and procedures for increase efficiency.

Binds and maintains records and reports as required by the USDA

CLASS TITLE:
CLASS CODE:
PAGE 2

OFFICE SUPERVISOR - WIC
6618

KNOWLEDGE, SKILLS, AND ABILITIES

Considerable Knowledge of: Utah County Rules and Regulations, county and department policies and procedures, federal regulations and other laws, codes, or regulations specific to WIC.

Working Knowledge of: Proper grammar, spelling, and punctuation.

Skill in: Reading, writing, and basic bookkeeping; operating standard office equipment; word processing, data entry, document composition, and spreadsheet creation.

Ability to: Maintain cooperative working relationships with those contacted during the course of work activities; communicate effectively verbally and in writing; effectively motivate and supervise others; maintain confidentiality of sensitive records and information; create and maintain record keeping, filing systems, and other work processes.

PHYSICAL DEMANDS

Regularly: Sits at a desk; walks, stands, or stoops, uses tools or equipment requiring a high degree of dexterity; works for sustained periods of time maintaining concentrated attention to detail.

Occasionally: Lifts, carries, pushes, pulls, or otherwise moves objects weighing up to 25 pounds; drives a motor vehicle.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office or other environmentally controlled room; work is performed in a busy clinic; work requires frequent contact with the public which exposes incumbents to others' illnesses and to individuals that may be angry, agitated, or otherwise upset.

EDUCATION, EXPERIENCE, AND OTHER REQUIREMENTS

High school diploma or equivalent and five (5) years of complex clerical or administrative support work experience including two years directly related to the duties described above. Equivalent combinations of education and experience may also be considered. Preference may be given to applicants with lead or supervisory experience. Selected applicants must pass a typing test at or above the rate of 40 WPM net.

Selected applicants shall be strongly encouraged to receive immunizations according to the Center for Disease Control and/or County Health Department Policy. Selected applicants may be subject to a background check.

LICENSING AND CERTIFICATION

Incumbents must possess a current driver's license and obtain a valid State of Utah driver's license within 60 days of employment.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.