



Office Supervisor - WIC

Job Description

Department: Health
Position: Career Service
Grade: 720
Supervisory: Supervisor
Reports to: Division Director - WIC

Summary

Under the general supervision of the Division Director - WIC, 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

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Supervise, plan, and coordinate the work of assigned personnel; oversee training and ensure work is completed accurately and efficiently to meet clinic productivity standards; monitor performance and submit information including chart audits for performance appraisals; assist with 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.
2. Coordinate work schedules; monitor requests for leave time and arrange coverage for approved leave to ensure efficient operations; perform essential functions of WIC Health Technician I, WIC Health Technician II, and Senior WIC Technician, as needed.
3. Coordinate with management team to plan and conduct training meetings for Health Technicians.
4. Ensure the VISION system meets the needs of the clinic; build monthly clinic appointment schedules; perform quality control functions; run and analyze reports; provide technical assistance, as needed.
5. Maintain security and accountability of the clinic including, but not limited to, Electronic Benefits Transfer (EBT) cards, participant files, and clinic records.
6. Prepare "Alleged Abuse" forms generated from state WIC reports to prepare for investigation of potential program abuse; initiate action to resolve program abuse; contact and interview clients to determine whether fraud occurred; implement corrective action according to state policy.
7. Provide secretarial support; type memos, take meeting notes, fill out forms; track maintenance and repair of equipment and facilities; inventory and order medical and office supplies; input purchase orders and track delivery.
8. Receive and verify incoming EBT cards to aid audit trail.

For Office Use Only

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Public Safety: No

Worker's Compensation: County
Background Level: II
Safety Sensitive: No
DOT: No
ML: Supervisor

9. Monitor clinic operations; recommend changes to forms, policies, and procedures for increased efficiency, as needed.
10. Train new WIC Health Technician I and WIC Health Technician II; maintain a working knowledge of both jobs; mentor assigned staff.

Knowledge, Skills, and Abilities

- Knowledge of Utah County Rules and Regulations
- Knowledge of County and department policies and procedures, federal regulations, and other laws, codes, or regulations specific to WIC
- Knowledge of proper grammar, spelling, and punctuation
- Skilled in reading, writing, and basic bookkeeping
- Skilled in operating standard office equipment
- Skilled in word processing, data entry, document composition, and spreadsheet creation
- Skilled in supervisory techniques
- Ability to accurately type at an acceptable rate, based on job duties
- Ability to maintain cooperative working relationships with those contacted during the course of work activities
- Ability to communicate effectively verbally and in writing, including with individuals from diverse backgrounds
- Ability to effectively motivate and supervise others
- Ability to maintain confidentiality of sensitive records and information
- Ability to create and maintain record keeping, filing systems, and other work processes
- Ability to complete performance evaluations under direction of the Division Director - WIC

Supervisory Responsibility

This position has direct supervisory responsibility and does serve as a coach and mentor for other positions in the department.

Work Environment

This job operates in a professional office environment in a busy clinic. This position requires frequent contact with the public, which may expose incumbents to contagious or infectious diseases and to individuals who may be angry, agitated, or otherwise upset. Work exposes the incumbent to high stress situations including contact with the public and others in confrontational, emotionally charged, or uncomfortable circumstances. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles in the course of conducting County business and must abide by the Utah County Vehicle Policy.

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Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift supplies up to thirty (30) pounds. The employee occasionally drives a motor vehicle.

Position Type/ Expected Hours of Work

Incumbent must work forty (40) hours each week to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. High school diploma or equivalent.
2. Five (5) years of complex clerical or administrative support work experience, including two (2) years directly related to the duties described above.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with lead or supervisory experience.
2. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.
3. Selected applicants shall be strongly encouraged to receive immunizations according to the Center for Disease Control and/or County Health Department Policy.

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AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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