



WIC Health Technician II

Job Description

Department: Health
Position: Career Service
Grade: 718
Supervisory: No
Reports to: Office Supervisor - WIC

Summary

Under the direction of an Office Supervisor – WIC, provides basic assistance in health clinics. Collects and records height, weight, and hematocrit/hemoglobin. Collects and documents income, residency, and identity of clients to determine eligibility for services. Completes reports and performs support duties associated with record keeping for the Women, Infants, and Children (WIC) Program.

Essential Functions

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

1. Schedule appointments for clients; ensure appointments are scheduled within required time frame; instruct clients on what they will need to bring to the appointment; document appointment attendance.
2. Participate in initial client screening to assess eligibility for WIC programs; complete computer intake processes; verify income, residency, and identity; ensure compliance with established policy and accuracy of required documentation.
3. Measure and document height, weight, head circumference, and other anthropometrics of eligible infants and children according to policy; review calculated ages and computer-generated growth charts to ensure data is accurate.
4. Utilize strict infection control techniques when conducting hemoglobin finger poke sampling; dispose of blood contaminated lancets and materials in compliance with OSHA regulations. Accurate documentation of hemoglobin levels in the WIC computer system.
5. Clean and sanitize areas of the clinic that have been contaminated by bodily fluids; clean and sanitize exam room area and toys at the end of each shift.
6. Clean and sanitize biochemical and anthropometric equipment per policy; maintain required documentation of cleaning procedures performed.
7. Conduct equipment calibrations on a monthly basis.
8. Issue WIC food benefits on the eWIC card per policy; ensure proper documentation of benefits distributed.
9. Perform data input related to office functions.

For Office Use Only

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Job Title: WIC Health Technician II
FLSA: Non-Exempt
Effective Date: 1/3/2025
Public Safety: No

Workers' Compensation: County
Background Level: II
Safety Sensitive: No
DOT: No
ML: Individual Contributor

10. Receive and screen office visitors and telephone calls; refer clients and callers to appropriate divisions and other county agencies or departments.
11. Assist supervisor with training new employees; complete peer evaluations to provide input to the division director for the performance appraisal process.
12. Complete work reports, as assigned.
13. Assist manager with office and medical supply inventory; communicate order needs to Senior WIC Health Technician or Office Supervisor – WIC, as needed.
14. Work effectively as a team member with the other members of division and department staff.

Knowledge, Skills, and Abilities

- Knowledge of basic first aid
- Knowledge of standard office practices
- Knowledge of proper grammar, spelling, and punctuation
- Skilled in reading, writing, and basic math
- Skilled in operating standard office equipment
- Skilled in word processing and data entry
- Skilled in using various software programs unique to the Health Department and/or WIC
- Ability to maintain cooperative relationships with those contacted during the course of work activities
- Ability to maintain professionalism while discussing private and sensitive matters
- Ability to maintain confidentiality
- Ability to communicate effectively verbally and in writing
- Ability to understand objectives and follow general instructions
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to multi-task effectively
- Ability to type accurately and at an acceptable rate, based on job duties

Supervisory Responsibility

This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

Work Environment

Work is performed in a clinical environment. This role routinely uses standard office equipment such as a laptop, desktop, photocopiers, and shredders. While performing the duties of this job, the employee is exposed to cleaning chemicals. Work requires use of protective devices, including masks, goggles, and/or gloves. This job requires frequent contact with the public, which exposes incumbent to others' illnesses, including contagious or infectious diseases, and to individuals who may be angry, agitated, or otherwise upset. The noise level in the work environment is moderate to loud due to regular noise from crying children. 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, ability to adjust focus, and ability to distinguish between different shades of color or patterns. The employee is required to type, file, and lift office 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. Three (3) years clerical or medical support experience, including two (2) years of WIC experience.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants who have a documented typing speed at or above the rate of forty (40) WPM net.
2. Preference may be given to applicants who possess certification in cardio-pulmonary resuscitation (CPR) and first aid, or equivalent.

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.
3. Selected applicants will be required to submit to a pre-employment drug screen and background check.
4. Selected applicants shall follow UCHD immunization and TB policy for healthcare workers.

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Career Ladder Advancement

For career ladder advancement from a lower classification level of this series to a higher one, there must be funding in the budget and the employee must:

1. Possess the required licensure and certifications of the higher classification level.
2. Meet the education and experience requirements and the class characteristics of the higher classification level.
3. Receive written recommendation from the department head.
4. Receive approval from the Director – Human Resources.

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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