



# Eastern Band of Cherokee Indians

## Job Description

<b>Position ID Number:</b> 215-4200-001	<b>Last Revised:</b> 5/18/2016
<b>Position Title:</b> Processing Specialist	<b>Department:</b> WIC
<b>Reports to:</b> WIC Manager	<b>Division:</b> Public Health & Human Services

**Primary Function:** Performs a variety of functions that focus on the clients and the services provided by the WIC program. Maintains specified records, files, and logs to ensure accurate reporting and documentation of program activities in accordance to USDA, local, and state guidelines.

**Job Duties and Responsibilities:**

- Prepares and issues food instruments (FI) and cash value vouchers (CVV) according to WIC guidelines and client requirements.
- Enters all participant data into LDE/-Crossroads system, including issuance of all FI/CVV notices, appointments given, and all actions and/or changes performed.
- Sets up and maintains client files in LDE/ Crossroads system, entering data to document eligibility and status.
- Prepares and issues food instruments (FI) and cash value vouchers (CVV) according to WIC guidelines and client requirements.
- Schedules and prints out participant notices to ensure adherence to specified appointment for counseling, follow-up, weights, and measurements.
- Maintains security for FI/CVV and stamp according to WIC policy.
- Participates in continuing education classes as needed and/or funds are available.
- Submits all FI/CVV logs, unused or voided FI/CVV, and lost/stolen FI/CVV in a timely manner.
- Prepares and files appropriate reports from the LDE system.
- Assists throughout WIC office as needed to facilitate the flow of work; performing various duties including weights, measures, counseling, training, and WIC qualification documentation.
- Performs all duties according to established safety guidelines and Tribal policy.
- Performs other duties assigned.

**Education /Experience:**

A high school diploma, GED, or the equivalent combination of: education, related experience, and training in a clerical or office administration is required. Work experience of one year or more in general office work is required. Three to six months in this position is required to become proficient in most phases of the job.

**Job Knowledge:**

Requires thorough knowledge of the WIC (USDA) guidelines, rules, regulations, and program manual. Requires the ability to process clients including counseling, weight and measurement procedures, and eligibility documentation. Must have computer skills and be knowledgeable of the ADP/Crossroads. Requires the ability to maintain various records, files, and logs both manual and computer and updates as needed. Must have good communication skills, both written and verbal. Requires the ability to issue and maintain the security of FI/CVV. Must be familiar with sound nutritional practices, goals, and objectives of the PHHS. Must be familiar with EBCI culture and have a familiarity of the community. Must possess a valid North Carolina driver's license.

**Contact with Others:**

Has frequent contact with coworkers and program participants. Must represent the WIC program to the clients, agencies, and organizations; where tact, courtesy, and professional decorum are required. Responsible for ensuring all contacts are managed in a positive manner.

**Confidential Data:** Works with a wide range of WIC data which is considered confidential and would be detrimental to program if disclosed. Must adhere to all tribal confidentiality policies and guidelines.

**Mental /Visual /Physical Effort:** Mental concentration varies with duties and incumbent must give attention to more than one situation at a time. Is subject to frequent interruptions, both in person and by phone, requiring varied responses. Physical efforts required include: occasional light to moderate lifting, walking, reaching, bending and sitting. Must have visual acuity, manual dexterity, good eye/hand/foot coordination, and be able to speak and hear.

**Environment:** Performs duties in an office environment with visits to off site locations where noise and distractions are present at times.

**Responsibility for Accuracy:** Most errors would be detected with proofing and review procedures. Failure to properly follow and apply WIC guidelines and policies could result in loss of grant funds, ill will for the department, and negative public relations.

**Resourcefulness & Initiative:** Follows well defined program guidelines, policies, and procedures of the WIC, USDA, EBCI, CIH, and PHHS. Must use judgment, and independent thinking to accurately apply WIC policies. Follows policies which require interpretation and application.