Josephine County, Oregon

Human Resources Office
Josephine County Courthouse
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POSITION DESCRIPTION

Job Title:	WIC Supervisor
Department:	Public Health
FLSA Status:	Non-Exempt
WC Code:	8810
Effective Date:	July 1, 2017
Last Revised:	July 1, 2017
Pay Grade:	NU 12
Union:	Non-Union (Supervisory)

SUMMARY
Coordination of the WIC program; performs administrative duties related to WIC policies and procedures; does related work as required. Ensures that the Department meets the minimum State and Federal requirements for the Women, Infant & Children nutritional supplement and referral program. An employee in this classification is responsible for the coordination of WIC personnel in a division of the Public Health department. A major portion of the incumbent's time is devoted to administrative functions and coordinating/training personnel. The incumbent is responsible for the development of, and compliance with, work standards and office procedures. Work is performed under general supervision of the Nursing Program Supervisor and is reviewed primarily through results attained.

ESSENTIAL DUTIES AND RESPONSIBILITIES
(Illustrative Only. Any single position in the classification will not necessarily involve all of the listed duties below and other positions will involve duties which are not listed. These duties represent the essential functions needed of persons in this classification.)

1. Supervise subordinate employees including assigning and reviewing work, evaluating performance, training, taking necessary disciplinary action and effectively recommending on hiring and termination decisions; and/or assigns and reviews work of other clerical support employees. Coordinates the scheduling of major activities and the work flow to accomplish operating objectives.

2. Effectively promote WIC's 9 core competencies.

3. Responds to or provides information for subordinates to respond to difficult or technical questions.

4. Develops, implements, and evaluates office procedures; develops and recommends office policies.

5. Processes complex, sensitive or confidential information where considerable procedural knowledge is required to insure completeness and accuracy.

6. Provides support to subordinate personnel during peak work load periods and scheduled and unscheduled leaves

7. Coordinates work load needs with professional staff and serve as a member of the management team; provides input and data for budget and department policy and procedures.

8. Utilizes computer hardware and software capabilities to develop reports and provide for data management.

9. Other Duties as Assigned.

SUPERVISORY RESPONSIBILITIES
An employee in this classification will be responsible for the supervision and coordination of WIC personnel in a division of a department.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required: Thorough knowledge of general office management practices and procedures; effective English grammar and usage; ability to manage various filing systems; and expertise in professional office etiquette. Considerable knowledge of the operations, policies and terminology of the assigned department. Knowledge of computer applications, principles of supervision, and personnel practices. Ability to independently research assigned problems; organize material from various sources into a format of own design; maintain confidentiality; respond courteously and tactfully to complaints; accurately classify, file and retrieve materials and documents. Ability to establish and maintain effective working relationships with other employees and officials, outside officials and agencies and the public; work independently and establish priorities and organize workload to complement the needs and deadlines of others. Ability to record and prepare meeting minutes; understand governing regulations of assigned department; plan, coordinate, direct and review the work of others. Ability to accurately perform mathematical calculations; communicate effectively both orally and in writing; solve problems and make accurate, independent decisions. Incumbent must be a self-starter with leadership qualities. Experience in conflict resolution and ability to work in high pressure office environment is necessary.

EDUCATION AND EXPERIENCE
Associate's degree in business administration and four years progressively more responsible office experience, including supervisory and administrative responsibilities; or Bachelor's degree in business administration and two years progressively more responsible office experience, including supervisory and administrative responsibilities; or equivalent combination of education and experience.

JOB IMPACT
The most common consequence of error would involve financial loss, embarrassment to the department or County or litigation caused by errors, omissions, misinformation or lack of information.

TYPICAL PROBLEMS ENCOUNTERED
Problems encountered generally revolve around resolving employee related problems, concerns or conflicts; interpretation of department policies or procedures and laws and regulations governing department functions; changing focus or priorities; irate or hostile public; balancing resources available with work load priorities.

JOB CONTACTS
The position generally has contact with other County departments, state and federal agencies, community professionals, the public and the news media to receive or provide information.

LANGUAGE SKILLS
Ability to communicate effectively both verbally and in writing; establish and maintain effective working relationships with other employees and the public; read and interpret documents such as operating and maintenance instructions, and procedure manuals; write routine reports and correspondence; and communicate effectively.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITIES
Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to deal with several abstract and concrete variables.

OTHER SKILLS AND ABILITIES
The operation of standard office equipment including operation of a computer to utilize software programs.

CERTIFICATES, LICENSES, REGISTRATIONS
None

BACKGROUND INVESTIGATION
Those employed in this position may be subject to a background investigation including criminal background investigation. Conviction of a crime will not necessarily disqualify an individual for this classification.

WORK ENVIRONMENT
Work is performed in an office environment. Incumbents are occasionally required to communicate with ill, angry, or hostile individuals. Incumbents may be required to work flexible shifts to accommodate meetings. The position is impacted by urgent time deadlines, heavy or uncontrollable work flow, need to make quick decisions, need for extreme accuracy and attention to fine detail. The position is impacted by uncontrollable interruptions and the need to shift attention related to the nature of the work, and to ensure that quality work is completed in a timely manner.

PHYSICAL REQUIREMENTS
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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

PHYSICAL REQUIREMENTS

Check if required for essential job function	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
☒	Standing	☐	☒	☐	☐
☒	Sitting - 1/2 hour plus	☐	☐	☒	☐
☒	Moving about work area	☐	☐	☒	☐
☐	Bending forward	☐	☒	☐	☐
☐	Stoop position - 1 minute plus	☐	☒	☐	☐
☐	Climbing stairs - 1 floor	☐	☒	☐	☐
☐	Crawling - hands & knees	☐	☒	☐	☐
☒	Reaching overhead	☐	☒	☐	☐
☒	Lifting strength	**# of pounds = 25lbs**			
☒	Lifting	☐	☒	☐	☐
☐	Patient Lifting	☒	☐	☐	☐
☐	Lifting Overhead	☐	☒	☐	☐
☐	Moving carts, etc.	☐	☒	☐	☐
☒	Carry items	☐	☒	☐	☐
☒	Dexterity/Coordination	☐	☒	☐	☐
☒	Keyboard Operation	☐	☐	☒	☐
☒	Rapid-mental/hand/eye coord.	☐	☒	☐	☐
☐	Operation of motor vehicle	☐	☒	☐	☐

Speech, Vision & Hearing

Check	Activity	Details			
☒	Distinguish colors	Yes: ☒ No: ☐ File color coding			
☐	Distinguish shades	Yes: ☐ No: ☒			
☒	Depth perception	Describe: Driving			
☒	Ability to hear	Normal Speech Level: answering clients			
☐	Other Spec. Hearing Req.	Describe:			

Exposure - Environmental Factors

Check	Activity	Never 0%	Occasionally 1-33%	Frequently 34-66%	Continuous 67-100%
☒	Heat	☐	☒	☐	☐
☒	Cold	☐	☒	☐	☐
☐	Humidity	☒	☐	☐	☐
☐	Wet Area/Slippery	☒	☐	☐	☐
☒	Noise	☐	☒	☐	☐
☒	Dust	☐	☒	☐	☐
☐	Smoke	☒	☐	☐	☐
☐	Vibration	☒	☐	☐	☐
☐	Chemical Solutions	☒	☐	☐	☐
☐	Uneven Area	☒	☐	☐	☐
☐	Ladder/Scaffold	☒	☐	☐	☐
☐	Ionization	☒	☐	☐	☐
☐	Radiation	☒	☐	☐	☐
☐	Body Fluids	☒	☐	☐	☐