

**POSITION: PROCESSING ASSISTANT III (WIC)**  
**DEPARTMENT:** Macon County Public Health  
**Grade:** 19  
**Starting Salary:** \$27,917.50  
**Position Number:** 511090  
**Posted:** June 24, 2024  
**Closing Date:** July 5, 2024



**GENERAL DEFINITION OF WORK:**

The primary purpose of this position is to function as a customer service agent for the WIC program, which includes verification of eligibility for the program, determining and assigning financial eligibility for program participation, documentation in electronic system records, and public contact with consumers. This includes receiving and providing information and problem solving, verifying and updating consumer demographics in the electronic documenting system, voter registration, and management of office equipment operation. There are individual assignments but the position also involves work with the additional program agents. The position involves working with non-English speaking consumers; so bilingual English/Spanish ability is preferred.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- General knowledge of office or work unit procedures, methods and practices
- General knowledge of and ability to use correct spelling, punctuation and specialized vocabulary; ability to proofread
- General knowledge of office accounting and record keeping procedures, mathematics and their application in the work environment
- Ability to learn and apply a variety of guidelines
- Ability to use a variety of office equipment
- Ability to work with people with courtesy and tact
- Ability to screen communications based on predetermined guidelines to independently respond or route inquiries
- Ability to record and compile information based on general guidelines
- Ability to gather and give information and instructions regarding the work process or procedures
- Ability to balance and reconcile figures
- May require ability to coordinate work of other support staff, student workers or volunteers
- Ability to learn to use specialized office equipment.

**EDUCATION AND EXPERIENCE:**

- Graduation from high school and demonstrated possession of knowledge, skills and abilities gained through at least one year of office assistant/secretarial experience; or an equivalent combination of training and experience.
- Preference given to English/Spanish bilingual applicants

**HOW TO APPLY:**

Applicants must register online or in person with NCWorks. A State application (PD-107) is required and may be obtained at and submitted to the

NC Works Career Center

23 Macon Avenue

Franklin, N.C.

***Mail to:***

5 West Main Street

Franklin, NC 28734

and must be submitted on or before the closing date. **Online applications are not available.** Please include 3 references with contact information and a valid email address for all correspondence from the employer to the applicant. Resumes will not be considered.

**AN EQUAL OPPORTUNITY EMPLOYER/ADA EMPLOYER**

**All prospective employees are subject to a criminal background check**