



New Mexico State Personnel Office

2600 Cerrillos Road
Santa Fe, New Mexico 87505-0127

Classification Description

WOMEN, INFANT & CHILDREN (WIC) ELIGIBILITY INTERVIEWER

<u>Class Title</u>	<u>Class Code</u>	<u>Pay Band</u>	<u>Alt Pay Band*</u>
WIC Eligibility Interviewer	R40621	50	

**In accordance with SPB Rule 1.7.4.10 NMAC, the assignment to alternative pay bands shall be reviewed annually to determine their appropriateness.*

Occupation Description

Interviews applicants to determine eligibility of at-risk and low-income women, infants, children and seniors by providing nutrition information concerning healthy eating as well as health counseling, breastfeeding support, nutrition, cooking classes, referrals to health care providers, and social services.

Nature of Work

WIC Eligibility Interviewer screens applicants to determine eligibility by assessing income, residency and nutritional risk. Interviews and screens patients by measuring height, weight and hemoglobin levels. Provides nutrition education to low risk participants at certification. Provides group facilitated nutrition education and information on healthy eating, health counseling, breastfeeding support, nutrition classes, cooking classes, referrals to health care providers and social services, and outreach activities.

Distinguishing Characteristics of Levels

Examples of work are intended to be cumulative for each progressively higher level of work. The omission of specific statements does not preclude management from assigning other duties which are reasonably within the scope of the duties.

- Answers applicant questions about benefits and claim procedures.
- Interviews benefits recipients at specified intervals to certify their eligibility for continuing benefits.
- Interprets and explains information such as eligibility requirements, application details, payment methods, and applicants' legal rights.
- Initiates procedures to grant, modify, deny, or terminate assistance, or refers applicants to other agencies for assistance.
- Compiles, records, and evaluates personal and financial data in order to verify completeness and accuracy, and to determine eligibility status.
- Interviews and investigates applicants for public assistance to gather information pertinent to their applications.
- Checks with employers or other references to verify answers and obtain further information.
- Keeps records of assigned cases, and prepares required reports.
- Schedules benefits claimants for adjudication interviews to address questions of eligibility.
- Prepares applications and forms for applicants for such purposes as school enrollment, employment, and medical services.

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Recommended Education and Experience for Full Performance

Associates degree in Social Science or related field and two (2) years of experience in government assistance programs such as welfare, unemployment benefits, social security benefits or public housing.

Minimum Qualifications:

A high school diploma or GED High School diploma or GED and one (1) year of WIC experience preferred or government assistance programs such as welfare, unemployment benefits, social security benefits and/or public housing.

Knowledge and Skills

*Note: This information has been produced by compiling information and documentation provided by O*NET. O*NET™ is a trademark of the U.S. Department of Labor, Employment and Training Administration.*

Knowledge

Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.

Law and Government — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.

Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.

Computers and Electronics — Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming

Skills

Speaking — Talking to others to convey information effectively.

Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.

Reading Comprehension — Understanding written sentences and paragraphs in work related documents.

Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.

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Service Orientation — Actively looking for ways to help people.

Writing — Communicating effectively in writing as appropriate for the needs of the audience.

Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.

Coordination — Adjusting actions in relation to others' actions.

Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.

Statutory Requirements:

Conditions of Employment: Once hired, 9 hours of nutrition courses in Nutrition in the Life Cycle, Community Nutrition, Human Nutrition, and CPA training will be required in the first year. Working Conditions for individual positions in this classification will vary based on each *agency's utilization, essential functions, and the recruitment needs* at the time a vacancy is posted. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Default FLSA Status: Non-Exempt. FLSA status may be determined to be different at the agency level based on the agency's utilization of the position.

Bargaining Unit: This position may be covered by a collective bargaining agreement and all terms/conditions of that agreement apply and must be adhered to.

Established: 06/24/2013

Revised:

Note: Classification description subject to change. Please refer to the SPO website www.spo.state.nm.us to ensure this represents the most current copy of the description.