

TOMPKINS COUNTY CIVIL SERVICE VACANCY

Inclusion Through Diversity

OPEN TO THE PUBLIC

**Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526**

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: WIC CLERK

SALARY: \$24.37/hr - Hire Rate (2026); \$26.43/hr - Work Rate (2027)

TYPE OF EMPLOYMENT: Full Time

ISSUE DATE: 07/10/26

THE FINAL DATE TO FILE APPLICATIONS: 07/26/26

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 07/27/26

RESIDENCY: Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

Tompkins County Whole Health is seeking a WIC Clerk to support women, infants, and children participating in the WIC Supplemental Nutrition Program. This full-time position is 35 hours per week with a Hire Rate of \$24.37 per hour and a Work Rate of \$26.43 per hour after nine months of continuous employment.

This position provides participant-centered customer service and clerical support throughout the enrollment and benefit process. Responsibilities include greeting participants, answering questions, scheduling appointments, collecting eligibility information, entering and maintaining records, issuing WIC and Farmers' Market benefits, providing program orientation, and connecting participants with health and community resources.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma AND one (1) year of experience with providing customer service and computer data entry.

NOTE: Preference in appointment may be given to candidates with experience in providing customer service and/or experience in computer data entry.

SPECIAL REQUIREMENTS:

Appointees must possess a valid New York State Driver's license at the time of application and maintain such license for the duration of employment.

This position is considered program support under the NYS WIC program and is required to meet all WIC procedures and guidelines under the WIC program manual which includes a required completion of 6 hours of WIC related continuing education every year.

Tompkins County Government centers diversity, equity, and inclusion. We are committed to the empowerment of employees and residents to dismantle systemic barriers that inhibit inclusive governance and the provision of government services to all. Guided by our values of Respect, Accountability, Integrity, Equity, and Stewardship, we strive to build a workplace and community rooted in trust, belonging, and opportunity for all.

Learn more about our [Strategic Plan](#) and [Institutionalizing Equity Report](#), which embed equity across our operations.

DISTINGUISHING FEATURES OF THE CLASS

The work involves responsibility for assisting participants in the Women, Infants and Children (WIC) program of the Tompkins County Whole Health. The employee performs a variety of clerical duties in support of the nutrition staff in the delivery of participant-centered services. The work involves direct contact with participants and nutrition staff. An employee in this class performs required tasks in accordance with local agency written policies, New York State policies, and USDA regulations. Detailed instructions are given at the beginning of new assignments. The work is performed under the direct supervision of the WIC Program Director and under the general supervision of the Director of Family and Child Health Division. This position may be required to work alternate hours such as early evening and/or weekend clinic hours.

TYPICAL WORK ACTIVITIES

- Acts as receptionist utilizing professionalism in retrieving phone calls, answering inquiries about the program, scheduling appointments, marking participants on site for their appointment, following up on missed appointments and greeting participants in the clinic waiting room;
- Accepts applications and collects information for the certification process to verify categorical, residential and income eligibility for the program;
- Orientates new participants about the WIC program including, explaining program benefits, enrollment timeframes, use of WIC benefits, issue the eWIC card and the WIC acceptable foods card in accordance with WIC program policies;
- Travels to WIC satellite clinic locations and assists with set-up and breaks down of NYWIC computer equipment and other clinic supplies;
- Provides referrals to health and public assistance programs and documents in participant records as needed;
- Promotes breastfeeding as the preferred method of infant feeding;
- Helps organize and participate in outreach events to inform community members about program benefits;
- Documents pertinent information in a clear, concise manner with in NYWIC notes;

- May assist in the preparation of various reports and quality assurance activities;
- Conduct periodic review of participant records for lapses in appointments in accordance with WIC program policies;
- Assist in setting up the NYWIC clinic schedule and text reminder system to remind participants of their appointments;
- Conduct monthly inventory of NYWIC computer supplies, clinic and office supplies;
- Assists in the nutrition operations of WIC clinics including basic nutrition visits, group sessions, and complete issuance of food packages that do not require medical documentation, once prescribed by the CPA or QN, upon completion of food package and issuance training".
- Provide additional information on such topics as WIC benefits and Farmers' Market Nutrition Program;
- Issue Farmers' Market benefits to participants.
- Assists in training new employees in the specialized clerical work of the program;
- Attends all NYDOH sponsored training along with local agency and sponsoring agency training as required;
- Participates in public health preparedness activities as trained and assigned;
- Performs related work as assigned by Supervisor.

KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

- Good knowledge of basic arithmetic functions;
- Working knowledge of record keeping, filing and clerical techniques;
- Basic computer skills, including the ability to use departmental and state computer software programs;
- Ability to interpret and apply information related to WIC policies and procedures;
- Ability to maintain records using simple alphabetical or numerical filing system and calculations for financial eligibility;
- Ability to perform close detail work involving considerable visual effort and strain;
- Ability to establish effective working relationships with health professionals, program participants and community agencies;
- Ability to interpret WIC program goals and encourage behavioral changes to achieve these goals;
- Ability to communicate effectively and work well with others, both orally and in writing;
- The employee's physical condition shall be commensurate with the demands of the position.

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850