



**Position:** WIC Call Center Representative

**Program:** Women Infants Children Program (WIC)

**Supervised By:** Call Center Supervisor

**Salary:** \$16.50 hr

**FTE:** 1.0 FTE

**Benefits:** (Full-Time) Medical, FSA, HSA, Dependent FSA, Limited FSA, Vision, and Dental Benefits  
Employee Assistance Program  
Retirement Plan with Employer Matching  
Paid Maternity (Childbirth) and Parental Leave

**Duties and Responsibilities:** Work on the frontline in our county call center for the Delaware County Women Infants Children Program. Greet our clients and assist in scheduling their appointment and providing an initial assessment of program eligibility. Assist with Community Outreach by networking with community programs and representing the WIC Program in the Community.

**Qualifications:**

- High School Diploma
- Must have reliable transportation to fill position
- Good Interpersonal and telephone Skills
- Computer experience required
- English and Spanish Speaking Preferred
- Experienced as a receptionist/WIC Office and in Outreach and in Nutrition Education is a plus

**The Foundation for Delaware County has the following mandates:**

- Annual Influenza Immunization (**during flu season**)
- COVID-19 Vaccinations, including the **Bivalent Booster**
- All **nonvaccinated** new hires **must have the COVID-19 vaccinations before their start date.**

As an organization with public health programs, we must continue to protect the safety of our clients, our community, and ourselves by doing all we can to reduce the impact of COVID-19 and the Influenza disease.

*The Foundation for Delaware County is an Equal Opportunity Employer with a culture of high performance and continuous improvement that values learning and a commitment to quality. We use a supportive and collaborative approach in both our internal operations and throughout our work with the community partners in Delaware County.*

**This position is grant funded and contingent upon grant funding. In the event the grant funding is exhausted, this position may be reduced in hours or eliminated. WIC Program employees are essential workers during times of crisis.**

Interested applicants should send a resume and cover letter to:  
[HumanResources@delcofoundation.org](mailto:HumanResources@delcofoundation.org)

