

## NUTRITION PROGRAM ASSISTANT II

DISTINGUISHING FEATURES OF THE CLASS: This work involves a variety of clerical work and public contact exposure in assisting with the delivery of nutrition education and supplemental food packages to women, infants, and children of lower income who are at nutrition or health-related risk. An incumbent participates in the evaluation of clientele for eligibility and distribution of benefits to qualified clientele in a clinical setting. This position differs from that of Nutrition Program Assistant I by virtue of its expanded scope and program knowledge. Supervision is not a responsibility of this position. A Nutrition Program Assistant II does related work as required.

### TYPICAL WORK ACTIVITIES:

- Oversees the distribution, security, and control of checks and coupons to eligible clients;
- Maintains, balances, and reconciles check registers;
- Secures voided and unclaimed checks making sure of their safe and timely return to State offices;
- Prepares a variety of reports necessary for obtaining client checks;
- Prepares new client charts and reviews existing client charts for completeness and accuracy;
- Contacts clients by phone and/or mail with information regarding appointments, missed appointments, and/or missing or incomplete information;
- Weighs and measures heights of clientele, recording findings in charts;
- Aides in the preparation and evaluation of programs such as nutrition education, breastfeeding, and other related programs;
- Checks and verifies income information in order to ascertain program eligibility;
- May assist in the recruitment and outreach of clientele.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS: Good knowledge of business arithmetic; working knowledge of human nutrition; good verbal communication skills; ability to meet and deal with people in an interviewing and human services situation; ability to perform arithmetic computations with accuracy; ability to listen and make clear and accurate explanations of information; ability to follow oral and written instructions; clerical aptitude; physical condition sufficient to perform the essential functions of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma and either:

A.) Three years of clerical office experience;

OR

B.) Three years of work experience involving substantial communication with adults involving persuasion, negotiation, explaining, or counseling. This experience must have involved the exercise of judgement in dealing with or responding to another person. (Typical jobs involving this experience may include customer service representatives, people providing personal services, people providing social services, interviewers, counselors, and similar jobs involving periodic confrontation with a client, customer, member of the public, etc.);

*NOTE:* Study in a regionally accredited college or university or one registered by New York State or a business school registered by New York State may be substituted for the experience on a year for year basis.

*SPECIAL REQUIREMENT:* Possession of a valid New York State Class D operator's license at time of appointment.

## CATTARAUGUS COUNTY CIVIL SERVICE COMMISSION

Adopted: 5/20/99