EBT System Certification Specialist

* Duties for this position include managing the offline Electronic Benefit Transaction (EBT) operations between Arkansas WIC, the authorized grocery stores across the state and the claim processor.
* Working with the Point-of-Sale (POS) developers to ensure Arkansas WIC cards will work as expected when the WIC participants visit the stores.
* Working with Offline EBT State Staff across the country to find issues that are occurring in stores and working with developers to fix the issues.
* Preform 3 levels of certification for new or updated systems where we test the system at the developer level, corporate level, and the store level to ensure the participants will not have issues when using the cards at the store.
* Work with the vendors in the state to help find solutions for any issues they are having.
* Gather and review data from WIC transaction to answer questions for internal and external stakeholders.
* Work with the Food and Nutrition Service of the United States Department of Agriculture partners on updating Offline EBT Documentation to ensure that all functions are in the regulations with the intention of assuring when systems are updated or new to the process, they are required to have all the functionality needed to work properly.
* Create a travel budget for all the expected yearly travel for certifications.

EBT Project Coordinator

* Managed the WIC transition from check to Offline EBT.
* This included making educational material for EBT and making sure that the clinics had everything they need for the transition.
* Ensuring that the new system was going to work with the EBT functionality, was compliant with the Technical Implementation Guide (TIG), WIC Universal MIS-EBT Interface Specifications (WUMEI) and FNS Operating Rules.
* Weekly meetings with the EBT team to ensure we stayed on track for the implantation of WIC EBT.

MIS Specialist

* Oversaw the regional MIS specialist.
* Made sure they were covering the needs of the statewide clinic staff, and training new clinic staff for using Spirit.
* Ensured the correct information was relayed to the field and helped them in researching any issues that they had not seen before.

Family and Consumer Science Specialist

* Became the supervisor of the North Little Rock clinic.
* Supervised the clinic staff and ensured our clinic was following all state WIC Policy and Procedures.
* Certified WIC participants to be on the program.
* Described how the program worked to new participants.
* Provided nutrition education to participants.

Pharmacy Tech

* Assisted the pharmacist in filling prescriptions.
* Entered new prescriptions into the system for the pharmacist to review.
* Assisted customers in receiving prescribed medications and connected them with the pharmacist if needed for more education.
* Developed new processes to help the pharmacy run smoother and redesigned the pharmacy to make it more operational.