

**GA Department of Public Health
Job Description**

Division:	Health Promotions	Unit:	WIC Program
Position Working Title:	WIC Deputy Director of Vendor Management and Compliance		
Job Code Title:		Job Code Number:	
Salary Grade:		Salary Range: Minimum Midpoint Maximum	Depends on Qualifications

Job Summary – “About the Position”:

Reporting directly to Women, Infants and Children (WIC) program Director, responsible for providing leadership and direction on all retail vendor activities including WIC retail application, vendor authorization/reauthorization, vendor technical support and monitoring for compliance to ensure adherence to state and federal regulations, proper containment of food costs and to provide trustworthy retail locations for WIC participants to reimburse their food vouchers.

Job Duties and Responsibilities:

Program Leadership

- Serves as a member of the WIC Program Leadership team to define the program’s strategic direction, objectives and operational plan to ensure consistent, high quality service is provided to its participants in a manner that maximizes resources, minimizes costs and adheres to the Federal WIC program requirements and the Department of Public Health (DPH) strategy.
- Ensures compliance with all state and federal regulations, and program requirements.
- Advises the WIC and DPH leadership on issues and changes to policy, potential opportunities and threats related to vendor management and compliance for approximately 1,400 retail vendors across Georgia accounting for approximately 1,000,000 retail transactions monthly.
- Provides Vendor Management and Integrity unit the strategic direction, management and professional development necessary to ensure the unit effectively meets its objectives.
- Responsible for all supervisory activity of staff (e.g., hiring, on-boarding, setting performance and development objectives, evaluating performance, corrective action planning, recognizing performance, reviewing leave requests).
- Participates, or assigns appropriate staff, to represents WIC Retail Vendor issues with both internal DPH teams and external groups from public agencies, retail vendor groups and the Regional USDA team to coordinate efforts and share best practices to enhance Georgia WIC’s vendor management and integrity.
- Works regularly with other state WIC programs and Regional USDA team to learn and share best practices to identify opportunities to increase vendor management efficiencies and integrity.

Unit Oversight and Direction

- Establishes and administers policies, procedures, controls and reporting systems to effectively review, select, authorize, and train WIC authorized vendors in accordance with established

procedures and within the timeframes established by State WIC regulations and Program policies and procedures.

- Ensures effective policy and procedure documentation and internal training of all internal Vendor related operations (e.g., applications, training, compliance, voucher paper and equipment security and distribution, data analysis) both to drive consistent, efficient administration and integrity.
- Ensures the proper preparation and submission of required Food Delivery and Vendor Integrity Profile reports to USDA within the specified timeframes.
- Establishes and leads a Vendor Advisory Group to enhance communication, awareness and collaboration on vendor related policy, procedures and support.
- Ensures the development, implementation and monitoring of effective vendor management technology systems to drive maximum automation, increase data quality and integrity and ensure robust reporting and controls are in place to monitor vendor activity and compliance.
- Works in collaboration with DPH systems, procurement and USDA Regional team to successfully prepare for, develop and implement an EBT (Electronic Benefit Transfer) system that meeting Georgia WIC program's needs and complies with federal and state requirements.
- Performs other assignments as required.

Minimum Training and Experience:

- Bachelor degree in Business, Public Administration, Accounting or related field
- 10 years of program management experience with demonstrated effectiveness in administration, cost containment and stakeholder management
- 6 years team management experience, demonstrating ability to positively impact strategic and tactical program administration initiatives
- Familiarity with nonprofit/public program and finance regulations
- Must be proficient with Microsoft Office products (e.g., Word, Excel)

Preferred Qualifications:

Preference will be given to applicants who in addition to meeting the minimum qualification possess the following:

- Master degree in Business, Public Administration or related degree
- Experience with program management, with a focus on managing complex vendor relationships, in the Public sector
- Experience in operations and/or financial analysis within the grocery retail industry
- Exceptional written, oral, interpersonal, and presentation skills with the ability to effectively interface with senior leadership and state legislators
- Strong strategic decision making and highly proficient in analyzing, monitoring and reporting on a variety of information
- Excellent planning, project management and implementation skills
- Excellent judgment and creative problem solving skills, specifically related to new process design, change management and conflict resolution skills
- Superior management skills; ability to influence and engage direct and indirect reports and peers in designing and implementing new processes and programs to increase operational and fiscal efficiencies and integrity
- Ability to build strong partnerships and relationships across multiple functions, locations and governmental agencies (i.e., state, local and federal)

- Ability to set priorities, delegate and proactively follow up to ensure deadline and desired outcomes are achieved
- Strong mentoring and coaching experience with teams and individuals with diverse levels of expertise
- Able to work effectively in a high stress, changing environment