

TITLE	RESPONSIBILITY
Administrative Services Lead	Purchasing and Procurement (OASIS and P-card); Travel Coordinator; Timekeeper (KRONOS); ONS Administrative Support; Personnel Coordinator (NEOGOV)
Assistant WIC Director	Local Agency Grants; Caseload Projection; Funding Management including grant applications and reporting; Coordinates contracts, RFPs, & RFQs; Crossroads ESC; General Administration; Oversight of Administrative Services Lead and Operations Support Specialist
Breastfeeding Coordinator	Breastfeeding Peer Counselor Program Coordinator; USDA Breastfeeding Training Lead; Pacify app Coordinator, Breastfeeding Monitoring for Local Agencies, MCH Nutrition Council Liaison; WVBA Steering Committee; Rural Maternity and Obstetrics Management Strategies (RMOMS) Representative
Crossroads Project Coordinator	Supervisor of Crossroads Unit which is Help Desk and Training Coordinator; Leads Crossroads Maintenance and Enhancements; Crossroads Multistate Usergroup Lead including coordinating Product Management Office; Coordinates all State Agency Model initiatives
Equipment Lead	MIS Liaison; Computer Equipment Coordinator; Clinic Relocations; Inventory and Surplus Management; Site Security Reporting
eWIC Coordinator	Coordinates eWIC System including WV Office of EBT Services Liaison; UPC Database for Approved Products List; WICShopper App Coordinator; CAP Formula Warehouse Redemption Coordinator; Educational Buys
Help Desk Analyst	Technical support for external and internal customers via main phone line and Help Desk line; Technical assistance and troubleshooting Crossroads MIS; UAT testing; Coordinate special medical food orders with CAP; DocuSign SME; Notification System SME
Help Desk Analyst	Technical support for external and internal customers via main phone line and Help Desk line; Technical assistance and troubleshooting Crossroads MIS; UAT testing; Coordinate special medical food orders with CAP; Manage WIC participant portal online applications
Help Desk Analyst II	Crossroads Help Desk Lead Worker; Crossroads User Acceptance Testing Coordinator; Crossroads Unit Website Coordinator - clinic locator and forms sections; Monthly Program Newsletter Editor

Information Services Manager	OT Liaison; Research and fix data issues in Crossroads MIS; generate all reports for financial reporting, performance measures, and management evaluations; Programmer for reports, federal regulations prompting MIS changes, and program enhancements
Nutrition Services Coordinator	Supervisor of Nutrition Services Unit – includes Policy and Procedure, Breastfeeding Promotion and Support, Program Integrity and Farmer Market Nutrition Program; Oversees Nutrition Education, Coordination with the Healthcare System and Telehealth; WICSmart app Coordinator; WV representative for the Association of State Public Health Nutritionists.
Office Director/ State WIC Director	General Administration of all Programs within the Office of Nutrition Services; Crossroads ESC; Oversight of Unit Supervisors (Program Managers) and Temporary Administrative Employees
Outreach Coordinator	Outreach Promotion and Activities; Chapter 7 Policy & Procedure; Quality Improvement Unit Website Coordinator; Media and Social Media Presence; Branding; Recruitment and Retention
Policy and Procedure Coordinator	Policy; Lost / Stolen Benefits; Complaints; Sanctions; Subpoenas / Court Orders / Release of Information; Legal Liaison
Program Integrity Coordinator	Local Agency Monitoring; Program Integrity Investigations; Diversity Liaison; BPH Employee Wellness Committee
Quality Improvement Coordinator	Supervisor of Quality Improvement Unit – includes research, outreach, special projects and CDC PHA/interns; Project Manager for Management Evaluation reviews, Continuing Operations Planning, Civil Rights, State Plan and State Conference; WVHIN Liaison
Research Coordinator	Research, evaluation and forecasting of various areas of the WIC Program including annual plans, staffing levels, caseload, and performance measures; PedNSS and PNSS
Training Coordinator	Crossroads Training Lead - New Employee, Refresher, and Extended Crossroads Trainings; Approve and Monitor LA Staff Required Annual Training
Vendor Authorization and Monitoring Specialist	Vendor Portal Coordinator; Routine WIC Vendor Monitoring; Maintains Authorized Wholesaler and Distributor Listing; Assists with WIC Vendor Reauthorization while coordinating all New Retailer Applications; Educational Buys

Vendor Compliance Liaison	Compliance Investigations; Inventory Audits; Participant Complaints; WIC'R Basket Quarterly Newsletter; Vendor Management Unit Website Coordinator; Assists with Vendor Reauthorizations; FMNP Educational Buys
Vendor Management Coordinator	Supervisor of Vendor Management Unit including Governor's Internship Program placement(s); Manage Authorized WIC Vendors Statewide; Chapter 8 Policy & Procedure; Farmers Market Nutrition Program mobile payment solution SME
Vendor Operations and Training Specialist	Authorization and Annual Training of WIC retailers and farmers; Vendor Handbook and Cashier Training Manual; Farmers Market Nutrition Program farmer applications, training, educational buys and monitoring
WIC Program Specialist	Farmers' Market Nutrition Program Coordinator (clinic aspects, State Plan and WVDA Liaison); WIC Approved Food List; Special Medical Foods Formulary; Review of nutrition-related social media posts; WIC-53 monitoring logs.