

## Retail Integration Specialist

CDP, Inc. is a premier provider of data management systems and services for the public health community including the Special Supplement Program for Women, Infant, and Children (WIC). CDP is searching for a **Retail Integration Specialist** to help assist with the implementation and on going support to CDP's WIC EBT projects. This position has a specific emphasis on partnering with vendors to ensure their integrated point-of-sale devices are tested, certified, and ready to process transactions with our WIC Direct system.

### Responsibilities:

- Manage the testing process for certifications, retailer enablement, and coordinating UAT for various projects.
- Manage relationships with stakeholders, including state vendor units, POS providers, and payment processors.
- Perform certification and testing for integrated point of sale systems.
- Work alongside store corporate contacts to ensure POS systems are updated, certified, and ready to process EBT transactions.
- Review data and perform audits to main the master retailer list in WIC Direct.
- Monitor WIC Direct for issues which includes reviewing incoming and outgoing messages and communicate with proper stakeholder contacts to resolve them.

### Minimum Qualifications:

- Bachelor's degree in information technology, computer science, or equivalent work experience.
- 3+ years of troubleshooting experience.
- 3+ years of vendor/retail management experience.
- Experience installing, configuring, and maintaining POS devices.
- Understanding of WIC and how the WIC industry operates.

### Preferred Skills:

- Ability to stay calm in fast paced and tense situations.
- Excellent communication skills.
- Strong analytical skills to troubleshoot issues and identify root causes.
- Ability to implement effective solutions.

CDP, Inc. offers a competitive salary, a comprehensive benefits package, and opportunities for growth and advancement within the company. We encourage you to apply today via our [website](#). This position is a **remote position** and available immediately. This position is a full time non-exempt salary position.

### About Our Culture

At our core, we value our relationships, both internally and externally. This means we respect everyone's contributions. Our staff and customers have a seat at the table. We listen, we comment, and we decide our way forward based on what is best for all. Because we are a private company, we do not have public shareholders to report to. We do not have quarterly or annual financial targets to meet. Our relationships

are paramount because they determine our long-term success. *When everyone feels empowered, everyone succeeds.*

It is the policy of Custom Data Processing, Inc. to assure that applicants are considered and that employees are treated fairly during their employment, without regard to race, color, religion, age, physical or mental disability, sex, marital status, ancestry, national origin, veteran's status, citizenship, pregnancy, sexual orientation, other protected activities, or any other characteristic protected by federal, state, or local law. Such action shall include, but not be limited to the following: employment, promotion, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; wages or other forms of compensation; selection for training, including apprenticeship, pre-apprenticeship, and/or on the job training; and ensuring and maintaining a work environment free of harassment, intimidation, and coercion at all sites and in all facilities at which employees are assigned to work.