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| **Position Title:** | WIC Account Manager | **Reports To:** | Wayne Smith |
| **Team Role:**  |  | **Start Date:** |  |
| **Office Location:** | Remote within the United States | **Review Date:** |  |
| **Division:**  |  Managed Systems | **Pay Type:** | Salary |
| **Status** | Full Time Exempt |  |  |

**Position Summary & Purpose**

The Account Manager coordinates the service delivery functions for their assigned clients with on-going client relationship management. They’re responsible for the direction, coordination, and execution of CDP’s contractual obligations for their assigned accounts.

**Essential Functions**

* Works directly with the product leadership team to build stakeholder trust by being transparent, consistent, and acting with integrity.
* Manages the budgets for their assigned accounts and prepares project health updates.
* Monitor the financial aspect of the product by reviewing project hours and expenses. Partners with the product owners to report financial information to the CDP leadership team and externally to customers when necessary.
* Manages and delivers CDP’s contractual obligations for their assigned accounts.
* Coordinates with customers and the development team to define development expectations and project & release timelines.
* Works in collaboration with the software development leadership to service the customer's needs.
* Represents the CDP team in customer meetings. Utilizes these meetings to provide information, pitch ideas, and provide status updates.
* Prepares invoices per the contract requirements.
* Addresses the changing needs of the customer(s) and works collaboratively with other members of leadership to find solutions for those changing needs within the confines of the contract and budget.

**Assignment Details**

* Servicing the Tennessee MIS Contract
	+ Monitor eTool and triage/ validate tickets.
	+ Track ticket completion and manage customer expectations.
	+ Investigate and resolve help desk support inquiries.
	+ Perform status reporting, lead defect review meetings, and report project health to management team
* Will service other WIC MIS or EBT contracts as needed

**Key Performance Indicators**

Key Performance Indicators can vary by product and vary depending on the lifecycle of the product. Success criteria may include a combination of financial, customer satisfaction, growth, or other strategic criteria.

**Minimum Qualifications**

* Bachelors degree in in Computer Science, Public health Administration, Project Management or similar field.
* 5 years experience overseeing state or federal grant funded projects.
* 5 years experience in strategic planning.
* Minimum of 5 years' experience in implementing and managing large scale complex implementations as project or program managers.
* Strong organizational skills including the ability to plan, direct, organize, prioritize, and control business operations.
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* Experience working in an agile software development environment.
* Knowledge of the software development life cycle.

**Core Competencies**

* **Accountability:** Holds self and others accountable for measurable high-quality, timely, and cost-effective results. Determine objectives, set priorities, and delegate work. Accepts responsibility for mistakes. Complies with established control systems and rules.
* **Creativity and Innovation:** Develops new insights into situations; questions conventional approaches; encourages new ideas and innovations; designs and implements new or cutting-edge programs/processes.
* **Resilience:** Deals effectively with pressure; remains optimistic and persistent, even under adversity. Recovers quickly from setbacks.
* **Strategic Thinking**: Formulates objectives and priorities and implements plans consistent with the long-term interests of the organization in a global environment. Capitalizes on opportunities and manages risks.
* **Functional/Technical Skills:** Demonstrates an interest in continuously enhancing current skills and learning new ones; applies advanced functional or technical knowledge to process innovation and complex problem-solving. Is sought out by others for technical expertise and knowledge and troubleshooting of complex technical issues
* **Negotiating:** Negotiates skillfully in difficult situations; settles differences with minimum noise. Wins concessions without damaging relationships. Bringing persons engaged in conflict or competition to the table calmly promotes compromise.
* **Judgment/Decision Making:** Takes a balanced view of situations incorporating different perspectives. Seeks alternative viewpoints. Recognizes priorities and evaluates risks. Reaches logical conclusions and decides on the appropriate plan of action. Evaluates previous judgments to improve.
* **Valuing diversity:** Manages people equitably; supports equal and fair treatment and opportunity for all; fosters a climate of inclusion, where diverse thoughts are freely shared and integrated.
* **Business Acumen:** Demonstrates understanding of how their role and decisions impact profits and losses. Demonstrates and applies awareness of the drivers that impact growth, profitability, and cash flow into their everyday decision-making.
	+ **Financial Management:** Understands the organization's financial processes. Prepares, justifies, and administers the program budget. Oversees procurement and contracting to achieve desired results. Monitors expenditures and uses cost-benefit thinking to set priorities.
	+ **Resource Management:** Builds and manages workforce based on organizational goals, budget considerations, and staffing needs. Ensures that employees are appropriately recruited, selected, appraised, and rewarded; takes action to address performance problems. Manages a multi-sector workforce and a variety of work situations.

**Physical Demand Requirements**

* Ability to remain in a stationary sitting or standing position for a large amount of the workday.
* Constantly operates a computer and other office productivity tools, such as a phone, headset, and printer.
* This position frequently communicates with clients and end users who have inquiries about software applications. Must be able to exchange accurate information in these situations.
* Ability to travel to customer locations.

**Additional Requirements**

In addition to the responsibilities described above, the position may include other responsibilities and duties as assigned from time to time, based on the company's needs and requirements.

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| Employee Signature |  | Date |
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| Supervisor Signature |  | Date |