**WIC EBT Account Manager**

 CDP, Inc. is a lead provider of innovative data management systems and services dedicated to serving the public health sector, with a focus on programs like the Special Supplement Program for Women, Infants, and Children (WIC). Our cutting-edge solutions empower communities to efficiently manage Electronic Benefits Transfer (EBT) programs, ensuring seamless access to vital resources for individuals and families in need.

We are seeking a dynamic and results-oriented EBT Account Manager to join our team. In this role, you will be responsible for cultivating and nurturing relationships with clients utilizing our EBT solutions, overseeing their accounts, and ensuring the delivery of exceptional service and support. The EBT Account Manager plays a pivotal role in driving client satisfaction, retention, and growth while serving as a liaison between clients and internal teams to facilitate effective communication and alignment of objectives.

**Responsibilities:**

* Manage a portfolio of EBT client accounts, acting as the primary point of contact for all account-related matters
* Develop and maintain strong client relationships by understanding their goals, challenges, and operational needs
* Conduct regular check-ins to assess satisfaction, address concerns, and gather feedback for ongoing service improvement
* Identify opportunities for account growth and collaborate with internal teams to expand services
* Represent client interests within the organization, ensuring timely resolution of issues and alignment of priorities
* Collaborate cross-functionally with internal teams and partners to ensure high-quality service delivery
* Monitor industry trends and regulatory changes in EBT and public health programs to provide informed guidance
* Deliver clear, data-driven reports and presentations to clients and internal stakeholders on performance and outcomes

**Minimum Qualifications:**

* Bachelor’s degree or equivalent experience in business, project management, computer science, or related field
* 5+ years of experience as an account manager or as a liaison between customers and technical teams
* Ability to lead and facilitate meetings and effectively communicate to clients and project stakeholders
* Proven leadership with cross-functional teams
* Excellent communication skills with ability to explain technical concepts to non-technical audiences

**Desired Skills**

* Experience and understanding of the Women, Infants & Children program (WIC).

*Salary range:* $70,000 to $85,000 per year, commensurate with experience.

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](http://www.cdpehs.com/careers). This position is a remote position and available immediately. This position is also a full time 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.