

## WIC EBT Account Manager

CDP, Inc. is a distinguished 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.

This position reports to the Senior Account Manager and will be assigned to the Portfolio Management and Delivery department.

### Responsibilities:

- Manage a portfolio of EBT client accounts, serving as the primary point of contact for all account-related matters.
- Build and maintain strong, long-lasting relationships with clients, understanding their unique needs, challenges, and objectives.
- Proactively identify opportunities for account expansion and growth, collaborating with business development teams to capitalize on such opportunities.
- Conduct regular check-ins and reviews with clients to assess satisfaction levels, address concerns, and gather feedback for continuous improvement.
- Serve as an advocate for clients within the organization, championing their needs and priorities while working cross-functionally to ensure prompt resolution of issues.
- Stay abreast of industry trends, regulations, and best practices related to EBT systems and public health programs, leveraging insights to provide strategic guidance to clients.
- Collaborate with internal and partner teams, including product development, network operations, and customer support, to ensure the successful delivery of solutions and services that meet client expectations.
- Prepare and deliver regular reports and presentations to clients and internal stakeholders, highlighting key performance metrics, achievements, and areas for improvement.

### Minimum Qualifications:

- Bachelor's degree or equivalent work experience in business administration, project management, computer science or a related field
- 5+ years of experience being a liaison between business units and technical teams or customers and technical teams
- Ability to lead and facilitate meetings and effectively communicate to clients and project stakeholders
- Demonstrated leadership skills, with experience managing and motivating cross-functional teams
- Excellent communication skills, including the ability to share ideas and information across diverse audiences. Ability to simplify complex technical matters

## Desired Skills

- Project Management Professional (PMP) certification in good standing.
- Experience and understanding of the Women, Infants & Children program (WIC).

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 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.