

WIC MIS Account Manager

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, Inc. is seeking a motivated and experienced Account Manager to oversee a multi-customer software project for a WIC management information system. As the Account Manager, you will be responsible for managing relationships with clients and ensuring the success of the project.

Job Description

As a WIC Account Manager, you will be responsible for the direction, coordination, and execution of CDP's contractual obligation for the assigned client(s).

Responsibilities

- Serve as the main point of contact for clients throughout the project lifecycle.
- Manage client expectations and ensure that project milestones are met on time and within budget.
- Participate in meetings with clients and their contracted project management office (PMO) by providing information, pitching ideas, and providing status updates.
- Develop and maintain strong professional relationships with clients, ensuring high levels of customer satisfaction.
- Collaborate with internal teams and departments to ensure that project requirements are clearly understood and executed.
- Provide regular status updates to clients and senior management.
- Identify opportunities for upselling and cross-selling additional services to existing clients.
- Manage help desk ticketing system, monitor help desk ticket activities, assist with triage, and resolve inquiries.
- Travel is required for annual onsite meetings and WIC conferences.

Requirements

- Bachelor's degree or equivalent work experience in business administration, project management, computer science or a related field.
- In-depth understanding of the Women, Infants & Children program (WIC).
- 7 years of experience being a liaison between business units and technical teams or customers and technical teams.
- 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.

Preferred Requirements

- Project Management Professional (PMP) certification in good standing
- 7 years working in Software Development Lifecycle and Agile methodologies.

CDP, Inc. offers a competitive salary, a comprehensive benefits package, and opportunities for growth and advancement within the company. If you are a driven and results-oriented Account Manager with a passion for delivering excellent customer service and at least 7 years of experience in WIC management information systems project management, we encourage you to apply today via our [website](#).

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.