

Customer Success Director

Description

ABOUT ARTERAOur Mission: Make healthcare #1 in customer service.What We Deliver: Artera (formerly WELL Health[®]) is the patient communication platform that delivers happier staff, healthier patients, and more profitable organizations. We enable two-way conversations between patients and their healthcare teams through secure, multilingual messaging across multiple channels including text, email, and telephone. By unifying disjointed touchpoints into a single, intuitive channel, Artera fuels connected patient experiences and empowers organizations to deliver the best customer service imaginable. Our Impact: Artera helps 500+ healthcare providers facilitate more than 1 billion messages for 40+ million patients annually. Our award-winning culture: Since founding in 2015, Artera has consistently been recognized for its innovative technology, business growth, and named a top place to work. Examples of these accolades include: Inc. 5000 Fastest Growing Private Companies (2020, 2021, 2022, 2023); Deloitte Technology Fast 500 (2021, 2022, 2023); Built In Best Companies to Work For (2021, 2022, 2023, 2024). Artera has also been recognized by Forbes as one of ²⁰²³America's Best Startup Employers,²⁰²³ Newsweek as one of the ²⁰²³World's Best Digital Health Companies,²⁰²³ and named one of the top ²⁰²⁴44 Startups to Bet your Career on in 2024²⁰²⁴ by Business Insider. Artera's Customer Success team is looking for a new Customer Success Director. This is an individual contributor role. You will report directly to our Manager of Customer Success.As a Customer Success Director, you will own and oversee relationships with Artera's medium to large enterprise customers. You are an experienced customer success manager and you have demonstrated success managing healthcare accounts for SaaS organizations. You are an active listener with strong communication and organizational skills. You thoroughly understand your customers' business objectives and provide meaningful insight. You have demonstrated the ability to define customer strategies and execute them in a consultative manner. You are looking for your next role within healthcare and are excited about how patient engagement-related workflows can be improved through the use of Artera's products. nResponsibilitiesActs as post-sale customer point of contact and is accountable for driving increased customer adoption and utilization of the Artera product suite Assists in the customer renewal process and focuses on improved retention Focuses on customer strategies that improve revenue through up-selling and cross-selling via Customer Success Qualified LeadsRemains focused on developing high-level relationships with customers to ensure strong relationships are intact at the value realization and buyer levelCollaborates with the customer on a mutually agreed upon Customer Success plan to drive increased value for Artera's products and servicesCollaborates with customers to drive metric-driven resultsGather and relay feedback to continuously iterate on the customer success strategyDemonstrates product features beyond central functionality to help the customer achieve specific business results and maximum value from the product(s)May handle escalations and coordinate risk mitigation across functional areas of the company, including Marketing, Sales, Professional Services, Engineering, Finance, Training, and/or SupportGathers and directs VOC (Voice of Customer) feedback to ProductPromotes, supports, and enables Early Access/Beta customersRequirementsBachelor's degree required4-7+ years of relevant experience; or an advanced degree with 4-6 years relevant experience Healthcare experienceExperience being in a Customer Success role for a SaaS productComfortable with frequent change and knows how to operate in a fast-moving, dynamic environment; able to navigate through ambiguityPossess a consultative approach with a strong mindset that is customer focused, data-driven,

Hiring organization

Artera

Job Location

Remote

Base Salary

\$ 60000 - \$ 120000

Date posted

May 31, 2024

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and can identify new opportunities for increased utilization and feature/integration expansion. Motivated to deliver an exceptional customer experience; has a proactive approach to managing portfolio. Passionate about the patient experience. Collaborative, positive, team-oriented mindset. Familiarity with Salesforce CRM. Available to travel around 20-30%. Bonus. Familiarity with Gainsight Customer Success Tool. Master's degree in business, healthcare administration, or other healthcare-related field. \$88,000 – \$117,000 a year. The compensation for this role will be based on level of experience and the geographic tier in which you are located. This position also comes with equity and a variety of benefits. Tier 1 Salary: \$98,000 – \$117,000 + variable. Non-Tier 1 Salary: \$88,000 – \$105,000 + variable. LOCATION: Artera values in-person collaboration and is currently hiring in the following US cities: Santa Barbara, Los Angeles, San Francisco/Bay Area, Kansas City, and Philadelphia (Wayne). Artera HQ is in Santa Barbara, CA, and we have an additional US office located in Philadelphia (Wayne), PA. If you live in the Santa Barbara or Philadelphia area, your role will be hybrid and you will be required to work out of your designated office location 3 days a week, unless otherwise noted in the job requirements. If you live in Los Angeles, San Francisco/Bay Area, or Kansas City, your role will be remote to start. As our team continues to grow in these cities, Artera will be considering opening offices in these locations. Once that happens, you will be required to work out of your designated office location 3 days a week, unless otherwise noted in the job requirements. WORKING AT ARTERA: Company benefits – Full health benefits (medical, dental, and vision), flexible spending accounts, company paid life insurance, company paid short-term & long-term disability, flexible spending accounts, company equity, voluntary benefits, 401(k) and more! Career development – Manager development cohorts, employee development funds. Generous time off – Company holidays, Winter & Summer break, and flexible time off. Employee Resource Groups (ERGs) – We believe that everyone should belong at their workplace. Our ERGs are available for identifying employees or allies to join. Committed to Diversity, Equity, and Inclusion. Artera is an Equal Opportunity Employer and is committed to fair and equitable hiring practices. All hiring decisions at Artera are based on strategic business needs, job requirements and individual qualifications. All candidates are considered without regard to race, color, religion, gender, sexuality, national origin, age, disability, genetics or any other protected status. With that said, research shows that women and other underrepresented groups apply only if they meet 100% of the criteria. Artera is committed to leveling the playing field, and we encourage you to apply for positions even if you do not meet 100% of the criteria. We would love to connect with you and see if you would be a great fit for our role! We are dedicated to creating an inclusive, equitable, and diverse workplace, where everyone feels safe to be themselves and diversity is a strength. Artera is committed to providing employees with a work environment free of discrimination and harassment; Artera will not tolerate discrimination or harassment of any kind. DATA PRIVACY: Artera values your privacy. By submitting your application, you consent to the processing of your personal information provided in conjunction with your application. For more information please refer to our Privacy Policy. Please mention the word ****ECSTATIC**** and tag `RMzQuMTUwLjE4OC4xMA==` when applying to show you read the job post completely (`#RMzQuMTUwLjE4OC4xMA==`). This is a beta feature to avoid spam applicants. Companies can search these words to find applicants that read this and see they're human.

Contacts

Job listing via RemoteOK.com