

Customer Success Manager III

Description

Invitae is a rapidly growing genetic information company driven by the mission to expand access to high-quality, comprehensive, low-cost genetic information for billions of people. To support this growth, Invitae is looking to add a Customer Success Manager (CSM) to our team. In this role, you will support our highest potential clinician customers at major academic institutions and large health systems, as well as other strategically important key accounts. As part of our Account Team, you will work closely with your teammates in Sales and Client Services to ensure the best possible customer experience with Invitae. The customers you will support may have complex workflows across all clinical areas: oncology, cardiology, neurology, and pediatrics. You will also help support by providing top-tier onboarding training and ongoing educational support to new key accounts. Location: Remote Position Hours: Need to work CST or EST core business hours What youâ€™ll do: Support Key Accounts: Resolve account level issues promptly and effectively. Provide comprehensive support to accounts to ensure customer satisfaction. Manage customer data requests. Support Onboarding Key Accounts: Provide onboarding and support for new key accounts approved by sales leads. Ensure a seamless transition for new key accounts into Invitaeâ€™s systems and processes by setting them up for success from their first order, educating and training them on how to work well with our company and help develop workflows and practices to make Invitae work for them. Be well-versed in Invitaeâ€™s products, processes, and policies in order to conduct meaningful onboarding calls that leave customers with a favorable first impression and experience. Support Sales in Proactive Key Account Management: Proactively identify and address potential risks associated with key accounts. Proactively engage in duo account maintenance and identify areas for process improvements that will enhance an accountâ€™s overall experience. Collaborate and strategize with sales to identify opportunities for growth within accounts. Conduct targeted account education sessions focusing on order processing trends. Provide support for Quarterly Business Reviews (QBR) to enhance the overall account management process. Collaborate: Manage account-level complaints and help find solutions with assistance from other cross-functional teams. Work across Invitaeâ€™s client services, sales and medical affairs groups to provide customers access to resources and SMEs to address inquiries. What youâ€™ll bring: Typically requires a minimum of 5 years of related experience with a Bachelorâ€™s degree; or 3 years and a Masterâ€™s degree; or a PhD without experience. Any equivalent combination of training, education, and experience that provides the required skills, knowledge and abilities Preferred: Bachelorâ€™s degree or comparable higher education in Healthcare, Business, Management, MedTech, Medicine, Data Science or related fields. Executive-level presentation skills and business acumen with the ability to lead thoughtful internal and external stakeholder discussions Skill in conveying tone and distilling complex topics into direct easy-to-understand language through written and verbal communication Strong partnership and collaboration skills with internal teammates including our sales, client services, marketing, billing and clinical partners Excellent organizational and multitasking capabilities High level of emotional intelligence, customer empathy, and active listening skills A track record across your work history of solving complex problems Experience running reports and analyzing data to support customer needs Expert knowledge of Salesforce, Looker, JIRA, or similar systems Preferred: Experience with requirements gathering and managing stakeholders during EMR/EHR integrations and/or SaaS implementations Highly preferred: Experience working in

Hiring organization

Invitae

Job Location

San Francisco Bay Area, California, United States

Base Salary

\$ 55000 - \$ 97500

Date posted

June 4, 2024

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healthcare, handling PHI, understanding of HIPAA guidelines, life sciences, or biotech Who you are: Resourceful, inspired, and self-driven: Youâre a strategic thinker who adds value to every project rather than simply delivering whatâs requested An expert at relationship-building and relationship-management skills, while demonstrating curiosity and exploratory skills Dynamic problem-solving mindset oriented towards finding creative solutions to customer issues Naturally curious, with an inclination to get to the root cause of an issue Great listener who can help customers feel heard and supported Positive and clear communication style: Able to articulate ideas and receive constructive feedback Ability to navigate ambiguity and thrive in dynamic and rapid growth organizations A truly great teammate who works well with others cross functionally to find common ground and constructively solve issues as they arise Please mention the word ****SPLENDID**** and tag RMzQuMTUwLjlyMy4yOA== when applying to show you read the job post completely (#RMzQuMTUwLjlyMy4yOA==). 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

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