Customer Success Manager

Description

About Us CipherHealth is an award-winning digital patient engagement company committed to enhancing communication and coordination throughout the care continuum. Since 2009, CipherHealth has helped define the patient engagement category, delivering groundbreaking tools and superior services to help health systems deliver patient-centric, quality care that improves clinical outcomes, drives operational efficiency, and creates sustainable financial value through a full suite of communications solutions. CipherHealthâ??s automated, scalable platform empowers healthcare organizations to drive meaningful conversations among patients, provider staff and caregivers, regardless of care setting, thereby achieving new standards for patient care and accelerating the digital transformation of the industry. Customer Success Manager As a Customer Success Manager, you will cultivate relationships with the CipherHealth client base, ensuring that they achieve maximum value from the CipherHealth product suite and encouraging them to expand their usage of the software. You will be responsible for working directly with client executives and business sponsors throughout the customer lifecycle, ensuring that there is alignment in a shared customer journey that aligns with adoption, expansion of software usage, and renewal. Responsibilities Establish and maintain trusted advisor relationships with customer executives and project champions, ensuring that CipherHealth activities are closely aligned with the customerâ??s business strategy and intended success metrics. Be a subject matter expert on the CipherHealth platform Enable successful onboarding of CipherHealth to customers, including sharing and developing relevant creative assets, brainstorming ideas, and attending launches virtually or in person Strategically manage the overall relationship for a portfolio of CipherHealthâ??s customers, while also spearheading strategic business reviews on an agreed-upon cadence- Develop strong working relationships with Technology, Product, Analytics, and Implementation teams in order to effectively deliver value to CipherHealth customers Identify opportunities for customers to act as CipherHealth advocates (e.g. referenceable, testimonials, case studies) and collaborate with Marketing Ensure appropriate response, escalation and closure of initiatives, customer requests and/or issues in conjunction with the use of the CipherHealth solution Monitor customer utilization and acceptance rates to identify patterns/trends Maintain a cadence of communicating with customers about their adoption trends, sentiment, and mining opportunities for deeper engagement Collaborate closely with Growth to support customers, renewals, and expansion opportunities Represent the voice of the customer to inform our sales process and product roadmap of product opportunities and enhancements Identify upsell opportunities and engage CipherHealthâ??s Growth Team Convert 1-year contracts into a multi-year long-term contracts increasing CipherHealthâ??s ACV Identify opportunities for existing customers to maximize platform adoption and utilization Conduct analysis to identify customer opportunities and recommend strategies that address customer-specific needs to improve the organizationâ??s results Strategize with the broader CipherHealth team including Growth,Technology, and Operation leads to identify new opportunities and service areas Requirements Bachelorâ??s Degree in Business, Health Management, Public Health or related major, or comparable education and work experience 3-5 years of experience in a B2B client management role in healthcare software or technology, or similar experience in healthcare consulting or professional services Knowledge, Skills and Abilities Experience working with a CRM platform; comfort using the CRM as a personal productivity management tool (i.e. activity logging) Experience with other similar software systems and/or patient engagement software applications Strong analytical skills to be used when determining customer workflow, facilitating logic-

based product discussions and troubleshooting implementation issues Technical writing and documentation experience Ability to cultivate positive working relationships with clients and co-workers Excellent communication skills, including writing, proof-reading skills and speaking Ability to effectively communicate technical information in non-technical terms Ability to manage multiple projects and work assignments concurrently Strong interpersonal skills, including, but not limited to demonstrating patience, flexibility, consideration, diplomacy, tact, confidence â[?][?] overall effectiveness in dealing with adult learners Ability to prioritize, schedule and organize work â[?][?] perform under tight deadlines with on-going changes in priorities Ability to accomplish job requirements with limited supervision Strong sense of professionalism and personal accountability Attention to detail and a high work ethic Proven ability to manage multiple projects and priorities How We Invest In You Compensation: Competitive/equitable salary, bonus or commissions, and equity Base Salary range: USD $110,000 -$115,000 annually Healthcare that begins on your first day: Generous company-funding of our health, vision, and dental plans (most individual plans are of no cost to you for the monthly premium) HSA/FSA plans Short and Long-Term Disability Life and Personal Accident Insurance $40 monthly wellness stipend you can use towards any wellness, fitness, and wellbeing purchases Weekly virtual yoga classes Employee Assistance Program (EAP) Adoption Assistance Retirement: 401(k) at three months of employment â[?][?] with a match upon enrollment! Time away: Discretionary PTO + 13 paid holidays Parenthood: Competitive paid parental leave and flexible return to work policy Recognition: Generous Employee Referral Program – earn cash for each employee referral that is hired Yearly Cipher-versary stipend Ci-Phives – receive public kudos and gift cards from peers and managers Culture: CARE2 Values Bi-Weekly All Hands Meetings $40/employee monthly â[?][?]Fundowmentâ[?][?] for team bonding events Employee Resource Groups such as Rainbow Room and BIPOC Group Yearly donations to organizations that contribute to a more equitable world Weekly Lunch & Learns and robust onboarding / training programs Remote-first team: $50 per month reimbursement in your check for WFH expenses Youâ[?][?]ll receive a new Macbook laptop, other hardware, and company swag upon hire Please mention the word **NOURISHING** and tag RMy4yMzUuNjQuMTM4 when applying to show you read the job post completely (#RMy4yMzUuNjQuMTM4). 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