

VigiLanz[®]

Title: Customer Success Manager

Department: Marketing

PURPOSE OF JOB:

We are looking for an enthusiastic individual who would be responsible for engaging, retaining and helping enable our customers to fully utilize VigiLanz. As a key customer advocate within the Marketing team, the Customer Success Manager will be responsible for enabling and maintaining customer success through the lifecycle of a customer. This is a chance to join an exciting and growing healthcare technology company and help drive our success

MAJOR DUTIES AND RESPONSIBILITIES:

Key Performance Indicators:

- Establish highly effective executive sponsor relationships to ensure a close and successful long term business relationship with clients
- Manage and resolve escalations during implementation or production situations for customers while providing effective and timely communications
- Manage expectations related to client product rollout and roadmap and support remediation as needed
- Conduct quarterly business reviews with customers
- Review and assemble insights from customer data
- Challenge customers as they build their roadmap to ensure VigiLanz' solutions are well represented within appropriate timeframes
- Work with internal teams to remedy accounts in red status as effectively and quickly as possible

OTHER DUTIES

- Be proactive in managing each customer's business needs while actively seeing opportunities to up sell, cross sell, and generate referrals
- Communicate with key stakeholders to send product notifications, support notices, and appropriate status reports to customers
- Engage regularly with customers via strategic and operational reviews to evaluate needs and strategic direction
- Achieve clearly communicated quarterly business objectives based on customer retention/satisfaction and expansion aligned with VigiLanz' goals
- Oversee the customer portfolio and manage customer expectations to ensure high levels of ongoing satisfaction
- Provide regular project status reporting, capture meeting minutes, and track project plans through to final delivery
- Become an expert on the customer's VigiLanz deployment
- Educate customers on the value they can generate from their VigiLanz solution
- Continually assess, document, and analyze customer progress toward stated goals
- Ensure any account issues are resolved quickly, leveraging resources from across the company as needed
- Leverage VigiLanz resources to provide relevant adoption, best practices and technical recommendations on solutions and enhancements

- Advocate for features / improvements with high ROI. Escalate issues that are likely to cause churn
- Present to customers our product roadmaps with emphasis on most relevant features
- Develop and maintain effective working relationships with all internal and external stakeholders
- Ensure internal alignment on account strategy by partnering with the Regional Sales Managers and others to develop and execute on account plans and product upsell

JOB QUALIFICATIONS:

General

- At least 5-7 years of customer success experience in technology/healthcare
- Experience with cloud-based/SaaS solution offerings
- Experience working with large and complex enterprise accounts, healthcare is a plus
- Strong productivity tools skills – Google Docs/Sheets, Microsoft Suite, CRM and Marketing Automation systems
- Bachelor's degree required

Communication

- Diplomacy, tact and grace under pressure when working through challenging and/or urgent customer issues
- Empathetic with an ability to put customers at ease
- A clear communicator, both verbal and written
- Able to think outside the box and confident in expressing ideas
- Ability to translate tactical data points into impact on strategic objectives
- Ability to quickly grasp and distinctly explain technological and business concepts

Relationships

- Comfortable establishing contacts and maintaining relationships at all levels
- Ability to manage the politics within and influence large organizations
- Able to build rapport with people easily and develop long term relationships
- Able to work autonomously or as part of a collaborative team
- Strong customer service orientation, adept at customer expectation management
- Proven ability to build and maintain effective internal and external working relationships

Project Management

- Proven ability to build and sell business cases to customer teams
- Strong understanding of business processes and their implementation into enterprise applications
- Solid understanding of project management methodologies, processes, tools and techniques
- Advanced problem solving skills, ability to develop effective solutions to complex problems
- Exceptional organizational skills, experience coordinating concurrent projects in a high-pressure environment
- Well organized, with a strong attention to detail is a must
- Ability to leverage cross function business and technical teams to provide timely issue resolution

TRAVEL REQUIREMENTS:

Up to 30%

The above statements are intended to describe the general nature and level of work being performed by most people assigned to this job. They're not intended to be an exhaustive list of all duties and responsibilities and requirements.