

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:

- Manage all account renewals, identifying opportunities to cross-sell and upsell customers on additional solutions
- Collaborate cross-functionally to improve the overall customer experience leading to greater satisfaction and loyalty among our clients
- Achieve clearly communicated quarterly business objectives based on customer retention/satisfaction and expansion aligned with VigiLanz' goals
- Establish highly effective executive sponsor relationships to ensure a close and successful long-term business relationship with clients
- 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

- 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
- Manage all customer reference calls and customer requests
- Manage customer expectations to ensure high levels of ongoing satisfaction
- Educate customers on the value they can generate from their VigiLanz solution
- Continually assess, document, and analyze customer progress
- 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
- Partner with internal Marketing team on customer initiatives, programs and campaigns
- Manage monthly training webinars as well as all customer content

- 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

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
- Manage monthly webinars/other marketing communications

TRAVEL REQUIREMENTS:

Up to 30%

The following job description is intended to describe the general nature and level of work being performed by most employees assigned to this job. Job description not intended to be a list of all duties, responsibilities or requirements.