



<b>Title:</b>	<b>Customer Success Manager</b>
<b>Reports To:</b>	<b>Director of Digital Programs</b>
<b>Hours:</b>	<b>Full time exempt</b>

Help shape the future of 9Health:365, a Colorado institution.

For more than 42 years we have been known for our health fairs across the state; in fact, we are the country's biggest organizer of nonprofit health fairs. In 2020, we diversified beyond health fairs for the first time in our history. We are now expanding our reach and impact with a new digital health product, 365: Comprehensive, that puts preventive care within reach of everyone.

Combining text-based telehealth, a blood chemistry screening and health advice, our solution offers an accessible, affordable preventive health care option and is particularly valuable to underinsured and uninsured populations.

Current customers include a large, self-insured company; nonprofits providing transitional housing and vocational services; and small service and manufacturing businesses, among others. We're looking for an experienced account management and sales ops pro who can help us build strong relationships with our customers and processes that can support rapid growth.

The Customer Success Manager will work with our Business Development Manager, the Digital Programs Director, and cross-functional colleagues to ensure excellent customer and consumer experience. The CSM will be responsible for generating renewals and maximizing retention. This role has a "b2b2c" focus and focuses on the satisfaction of both the customer (the group owner) and the members (employees or group members who register for and use our service).

Responsibilities:

- Lead the onboarding process for new customers / new members
  - Build a strong relationship with the customer; ensure satisfaction with 9Health365 as a partner; point-person for problem-solving across 9Health365
  - Partner with customers to craft the plans/campaign that engage members in order to meet goals for screenings, telehealth utilization and other metrics.
  - Identify program "champions" within the customer organization. Work with "champions" to develop testimonials, case studies, presentations and other material showcasing program results that can be used for further business development.
  - Be the expert on account performance; own the monthly account management dashboard; track and report results to account key contacts
  - Measure and track customer satisfaction over time
  - Work with Marketing to develop marcom that supports registration and engagement goals
  - Identify new potential features that can drive growth and retention
  - Account get-well plans as needed
- 
- Maintain our library of contracts and account-specific plans
  - Fine-tune contracts and other supporting documents as needed



- Define and evolve processes and procedures necessary supporting the revenue cycle from contract signing through invoicing and renewals reporting
- Point-person for our CRM efforts to come

**Requirements:**

Essential qualifications:

- 4+ years relevant professional experience
- Comfortable working in a fast-paced, fluid startup-like environment
- Willing to “roll up your sleeves”
- Able to handle a wide range of tasks both tactical and strategic
- Flexible team player with a customer-first mentality

Preferred:

- Nonprofit sector experience a huge advantage
- Health or health-tech industry experience
- Technology / software industry experience
- New product/service experience
- Experience with subscription- or membership-based business

Nice to have:

- Sales or client service experience
- 4-year college degree

Position is hybrid – remote and limited in-office (timing of a return to our Golden Triangle Denver office not yet determined)

Compensation: \$60,000 - \$68,000 DOE

Please apply here: (don't worry, you are not applying for a job with KUSA-9News!)

<https://tegna.jobs.net/jobs/J3R2856QK330ZS336B7>