



WellBeam Connected Care



WELLBEAM: CUSTOMER SUCCESS MANAGER

POSITION LOCATION: REMOTE – PREFERENCE FOR CALIFORNIA BASED

WellBeam is a fast growing, Bay Area-based health-tech company transforming clinical workflows along the continuum of patient care. We improve patient outcomes by offering critical interfaces for doctors and nurses to coordinate care with the medical care partners continuing the care of their patients' post-discharge from hospital.

With WellBeam, we take patient care coordination out of the courier, fax, and phone call age and into our modern digital tool communication platform – helping the people taking care of very sick patients receive and respond to timely medical orders and patient information to these patients progressing on their recovery journey.

WellBeam customers are large health systems and their home health agency partners. Working on the Customer Success team, you will be the primary contact of the customer relationship within your portfolio. You will oversee the full life-cycle of your customer and user's success, from pre-implementation scoping and planning, effective project management through the implementation and go-live phases, and finally, ensuring success through the post-go-live and maintenance phases.

Your day-to-day will incorporate areas of project management, customer and user reporting, holding account reviews, user issue resolution and escalation, and communication of customer needs and feedback internally to influence business priorities. This requires a high level of project management and organization skills, exceptional communication skills, and an ability to adjust with our fast-paced organization.

This is a remote position, though we have regular team offsites and opportunities to be onsite at client locations.

WHAT YOU'LL DO:

- Partner with a portfolio of WellBeam customers to understand their goals and identify the tactics, strategies, and best practices needed to achieve them and drive adoption.
- Lead out full life-cycle customer and user management to ensure success of accounts, with a target of no churn and high net promoter scores by driving a high ROI for the customer.
- Build strong relationships with end-users and executive buyers, across levels and functions, with particular focus on clinic managers and executive administrators.
- Develop an extensive working knowledge of WellBeam products, structures, and workflows to facilitate onboardings, trainings, and first-line customer support.
- Collaborate with internal account teams and customer support to forecast renewals, identify growth and expansion opportunities, and identify and manage any risks.
- Escalate issues that may arise to internal stakeholders to get appropriate support to solve the customers problems.
- Work collaboratively across teams at WellBeam to represent customer needs and engage a team-accountability approach to deliver for the customer.
- Maintain customer data i.e. contacts, account health, significant events, etc. in company supported CRM and CS tools.

OUR IDEAL CANDIDATE WILL HAVE:

- 3-5 years of Customer Success experience in a SaaS or software company, preferably managing an SMB/B2B book of business.
- Will preferably have strong domain knowledge in healthcare - ideally with experience supporting organizations working with hospital systems or provider organizations in the healthcare industry.
- Exceptional and proven project management experience. This includes the ability to maintain a large portfolio of teams/divisions with unparalleled task and time management skills, a dogged diligence to follow-up and follow-through, to ensure timely and successful achievement of customer life-cycle stages.
- Past user onboarding & training experience.
- Past executive / senior client reporting and review experience. Powerful communication skills for both internal and external stakeholders, and a lens for structuring strategic content.

- Experience working cross-functionally (e.g. Sales, Product, Marketing, Support) to guide users throughout the customer lifecycle while championing the voice of the customer.
- Passion for building relationships with customers and partners in the healthcare industry.
- Superior communication skills - internal and external written/oral communications are critical in this role.
- Troubleshooting & issue resolution experience with an orientation toward analytics and process improvement opportunities.
- Experience with Customer Success Operations and Process improvement.
- Knowledge of HubSpot, Zendesk, Jira, and Totango is a plus.
- This position is remote, although California based is preferred.

THE TYPE OF PERSON YOU ARE:

- You're an "ASK enabled" candidate - you have the ability to operate with little hand-holding, you have an innate desire to "look around the corners" and see what needs to be done, and to set about making it happen.
- You're highly ambitious and self motivated. You're a driven individual devoted to ensuring the absolute success of your customers through their life-cycle.
- You're detail and delivery oriented. Your work needs minimal revision and review.
- You're passionate about your users, their product feedback, and the ability to support and innovate for their needs.
- You're strategic - you're able to prioritize tasks, summarize key messages for executive stakeholders and navigate complex organizations by successfully identifying, creating, and nurturing relationships with key stakeholders.
- You enjoy early stage ventures where the ability to shape things directionally excites you.
- You thrive in a fast paced work environment and are exceptional at multitasking. You believe in the power of teamwork and work exceptionally well with others.

THESE ARE OUR VALUES, AND THEY MATTER TO US - DO YOU SHARE THEM?

- Motivated by our mission
We are people defined by our belief and our motivation in our mission. Our mission is to improve patient care and outcomes by improving the tools available for the people taking care of the highest-at-risk patients.
- User-centric

Our users' needs come first. We listen carefully. We keep our ear to the ground for our users' needs. We solve things people need, not what we think they need - and we strive to never lose sight of this.

- Versatile & ready to "muck in" as a team to solve problems
We are versatile. We are ready to muck in, be adaptive and help to solve problems for WellBeam - even if they are a little outside of our core focus area.
- High Velocity & "Get things done" attitude!
We are tenacious. We have an ability to execute to a high quality, at speed. Our attitude is to hustle, to do, to get stuff done. We work hard, and then harder when it is needed. We lean into the speed and the acceleration of our growth.
- A safe space that works better as a collaborative unit
We are a safe space to communicate, provide feedback, innovate and take smart risks. We work better as a team. We celebrate our successes and we re-group to learn from things we could have done better.

WHAT WE OFFER:

- Competitive compensation
- Participation in WellBeam's employee equity program
- Work remotely with flexible working hours
- Monthly team dinners (if local to SF Bay Area) and regular company-wide offsites
- Generous holidays and Paid Time Off
- Health, Vision, and Dental Insurance
- 401K, Worker's Compensation

DOES THIS SOUND LIKE YOU?

If so, let's talk. We get that moving to a new company is a two-way street. We are looking for the right fit for WellBeam. You are looking for the right company and team for you - and that's super important! If you think your profile is what we're looking for, we're excited to speak to you!

Please submit your resume to: recruitment@well-beam.com