|  |  |
| --- | --- |
| **Utah Health Information Network**  **Job Description** | |
| **Job Title** | Customer Success Manager |
| **Reporting Supervisor** | Chief Financial Officer |
| **Team** | Customer Success |

|  |
| --- |
| **Position Summary** |
| What if you could use your talent to have a positive impact on customers through engaging and outstanding experiences? UHIN is a health information technology (HIT) company that is making a difference by bringing technology together with fantastic user experiences. We securely harness healthcare data and create innovative software solutions for healthcare insurance companies and providers. The Customer Success Manager is responsible for customer retention, driving ongoing adoptions, assisting employees in providing excellent customer experiences, customer onboardings and managing renewals proactively. Customer Success Manager will understand customer outcomes through ongoing collection and analysis of data and feedback and turn this into onboarding and retention strategies. This function will be involved in all aspects of customer support and retention, account management, educating customers and bridges the gap between sales and support. |

|  |  |  |
| --- | --- | --- |
|  | | |
| **Primary Expectations/Responsibilities** | | |
| * Drive renewal and retention of UHIN customers. * Problem solving and resolution with proper expectation setting. * Collaborate with the product team to provide feedback on UHIN solutions to better support and improve the customer experiences. * Strong leadership skills with managing Customer Service and Customer Success employees. * Understanding how to turn customer data into actionable insights. * Become Subject Matter Expert (SME) on UHIN solutions and our customers’ journey. * Passion for delivering outstanding experiences and for being a part of a fast-growing UHIN team * Drive cross-functional teamwork. * Manage multiple tasks and projects simultaneously and ensure timeline commitments are achieved. * Provide insight to customers to ensure that they get the most out of UHIN platforms with the aim of helping grow our customer base. * Engage regularly with customers to evaluate needs and direction. * Ensure account issues are resolved quickly, leveraging resources from across the company as needed. * Have empathy and the ability to understand how customers are approaching problems, how they are feeling about specific milestones, and what they are thinking about certain functionality. | | |
| **Qualifications** | | |
| **Required** | * Bachelor’s degree * 4+ years customer success or customer service experience in a software company * 2+ years’ experience leading and managing people and teams. * Proven track record with the ability to build and maintain strong relationships with a diverse set of internal and external stakeholders including senior level executives * Exceptional communication skills, highly organized, collaborative and detail oriented. * Strong analytical skills, with the ability to translate data into insights. * Team player who will continue improving the way UHIN serves its customers. | |
| **Preferred** | * Experience working with customers in the healthcare industry * Experience with Clearinghouse services and X12 in healthcare. * Working knowledge of healthcare (HIPAA Regulations, PHI, etc.) * Experience with Customer Centric Sales model. | |
| **Comments** | | |
| This position may be exposed to PHI on a regular basis; however, only accesses the minimum necessary for completing tasks. In doing so, this position must comply with all UHIN Policies and Procedures with specific regard for PHI Privacy and Security sections and maintain confidentiality with regard to the information being processed, stored or accessed by the network.  **Tools and Equipment Used**  Personal computer including; email, internet, word processing, spreadsheet and data base software; phone; copy machine; fax machine and other office machinery.  **Physical Demands**  The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.    While performing the duties of this job, the employee is frequently required to sit and talk or hear, use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk.    The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.  The work environment is generally quiet.  **Other**  The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. | | |
| **Approvals** | | |
| \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  Supervisor Date | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  HR Director Date |