

**Position Title:** Customer Success Manager

**Status:** Full-Time

**Reports To:** Vice President, Sales

**FLSA:** Exempt

**Location:** Burbank, CA, United States

**COMPANY and POSITION OVERVIEW:** Health Data Vision, Inc. (HDVI) is a rapidly growing California based healthcare technology company providing a state of the art medical record retrieval SaaS platform and services to support health plan risk adjustment and HEDIS compliance initiatives. HDVI is backed by Redhills Ventures, LLC and Upfront Ventures, a leading SoCal VC firm. We seek a Customer Success Manager responsible working with customers within Medicare Advantage, Managed Medicaid and Health Insurance Exchange health plans. The ideal candidate has a “customer for life” mentality with a successful track record of successfully guiding customers through an initial experience as well as expanding enterprise software and services to payers or health plans.

**Responsibilities include:**

- Develop an in-depth knowledge of Health Data Visions’ solutions and technologies, its partners, competitors and industry trends.
- Ensuring customers get value from our software and services as expected in the original business case or proposal.
- Develop and nurture relationships to ensure we have a strategic pulse on our customer and insight into their changing priorities.
- Maintain existing client relationships, develop new relationships and generate new business revenue within existing customers.
- Develop, prepare, and nurture customers for advocacy.
- Advocate for the customer and ensure HDVI has a strong and clear voice into customer wants, needs, and requirements.
- Deliver compelling presentations, orchestrating demonstrations, proposals and orals that result in new business revenue.
- Effectively engage in negotiations with prospective clients around business commitments and the details of each proposal.
- Maintains regular contact with senior and executive-level decision makers utilizing both remote communication and on-site sales visits.
- Represent the company at industry conferences and meetings.

**Qualifications:**

- 3+ years of experience in a related healthcare field with a proven ability to interact and manage relationships with mid to sr. level executives focused on increasing customer satisfaction, adoption and retention.
- 5+ years in application and services solutions with large Enterprise accounts to Business, Executives, Influencers and Users.
- Self-starter works with minimal supervision and efficiently works under pressure to meet deadlines.
- Proven ability to develop and execute business development plans.
- Excellent written and verbal skills for communicating value enhancement plans.
- BA/BS Degree preferred.
- Willingness to travel as required, 30-40% anticipated.

All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability or protected veteran status, other protected status, or any other characteristic protected by local, state or federal laws, rules or regulations.