

Customer Success Manager, Platform Services

Health Data Vision, Inc. (HDVI), is a fast-growing tech company that provides a SaaS-based healthcare workflow and analytics platform (MRCS) for medical records analysis and targeted solutions for HEDIS®, Medicare, Medicaid and Exchange Risk Adjustment and comprehensive, year-round clinical data analysis efforts as well as IVA and RADV Audits. The platform provides flexible scalable workflows and automation for medical record intensive project needs of health plans in the United States.

As the Customer Success Manager for HDVI's platform clients and a critical member of our team, your mission will be to manage and guide our enterprise clients through project implementation, deployment and all workflows from the onset of the project driving it to a successful closure. You will leverage your strong communication and relationship building skills to map, build and maintain stakeholder relationships, as well as integrate and coordinate enterprise project plans. Your demonstrated experience as a Customer Success Manager, working at the enterprise level to deliver multiple moderate to complex solutions, will enable you to successfully lead your clients, and monitor project quality, risk and performance for our platform. Because you already have SaaS experience, you will quickly become familiar with the HDVI proprietary workforce tool and drive project engagements in a path that takes full advantage of this application.

The right candidate must have excellent time management, communication, organizational, and problem-solving skills. The individual must be familiar with data analysis, presentations and communication to various management levels. This self-driven individual must be flexible, thrive in a fast-paced, entrepreneurial environment, can work within an interdepartmental team and external clients and capable of motivating internal stakeholders to execute their portion of a project plan.

This is a remote position and can be located anywhere in the U.S.

Essential Responsibilities

- Responsible for leading day-to-day management of multiple platform clients
- Identify and resolve critical project issues, meeting coordination, keeping and distributing meeting minutes, assisting in monitoring project progress through analytic reports, providing MRCS user support, and other administrative tasks as needed
- Manage several engagements concurrently
- Executive presence - comfort with ambiguity and C-Level communication
- Proven ability to present technical concepts effectively to diverse stakeholder groups and to engage effectively with senior executives on both technical and business topics
- Ensure customer expectations are understood and appropriately managed
- Maintain an active presence on social media representing HDVI
Provide additional research and analysis as required
- Able to effectively manage scope change within a project or program
- Drives adoption through innovation
- Accountable for creating a culture of compliance, ethics and integrity

Key Skills and Qualifications

- Must have industry experience (HEDIS, Risk)
- Must have worked with an up and coming company, with a focus on technology
- Excellent interpersonal skill with a proven track record of building authentic business relationships
- Must have excellent communication and documentation skills
- Strength and confidence to prob for underlying customer needs and provide solutions
- Must be a creative problem solver and have a proven track record in problem solving
- Ability to perform in an ever-changing environment and company growth
- Experience in analyzing data, trends and client specific information to identify challenges and proactively resolve
- Strong analytical skills to monitor, report on and measure client performance
- Experience in managing cross-functional clients with a high attention to detail
- Excellent organizational, process management and time management skills
- Demonstrated business acumen
- Ability work productively across functions inside the company
- Proficiency in using the following software applications: MS Word, Excel, PowerPoint, web-based/SaaS tools, and MS Outlook (email, calendar, etc.)

Required Experience/Education

- Overall at-least 5-7 years of experience; with at-least 4+ years as a Project Manager/Account Manager/Customer Success Manager
- At minimum 2 years managing HEDIS and Risk Adjustment
- Combined education and work experience that demonstrates key project management skills in time and resource management, effective communication both written and verbal, experience with presentation development and/or execution, and willingness to learn new things.
- Bachelor's degree

Please submit your resume to:

apply-2ab3d188624c@health-data-vision.breezy-mail.com

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.