Position Title: Customer Success Coordinator
Status: Full-Time
FLSA: Exempt
Reports To: Rita Young, Chief Operations Officer
Office Location: Glendale, CA
Telecommute Position: In Office Position

Company Overview:

Health Data Vision, Inc., 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® Hybrid, Medicare and Exchange Risk Adjustment and comprehensive, year-round clinical data analysis efforts as well as RADV Audits. The platform provides flexible scalable workflows and automation for medical records-intensive project needs of health plans in the United States.

Job Summary:

Customer Success Coordinator will support the Customer Success Manager in working to ensure the completion of on-time, high quality project deliverables for HEDIS, Risk Adjustment and IVA. The primary responsibility is assisting the Customer Success Manager in executing a project plan that results in a project that successfully meets defined service levels with a high degree of customer satisfaction. This position is an entry level customer support position that will create an opportunity to make a difference, learn about our product, become proficient in its use and gain an understanding of the key markets we serve: HEDIS, Risk Adjustment and IVA.

This role will assist with the coordination of project meetings, track and resolve issues and engage senior members of the HDVI team appropriately to ensure that projects remain on track and aimed at successful outcomes for our customers. The Customer Success Coordinator will also be responsible for assisting with management of project deliverables such as workplans, meeting minutes, and project wrap-up reviews.

The right candidate will have excellent time management, communication, organizational, and problem-solving skills.   This self-driven individual must be flexible, thrive in a fast-paced, entrepreneurial environment, work with interdepartmental teams and external clients.

Responsibilities Include:

- Responsible for assisting with the day-to-day management of multiple projects. This includes, but is not limited to the following:

- Identifying and resolving project issues
- Meeting coordination
- Working with Manager on weekly client call preparation
- Documenting and distributing meeting minutes with a focus on decisions, actions and responsibility for executing actions
- Assisting in monitoring project progress through analytic reports
- Providing MRCS user support
- Other administrative tasks as needed
- Drive issue resolution and manage through project issue logs. Include the communication of issues and the resolutions to HDVI management and clients.

Preferred Skills:

- Ability to adapt to constantly changing priorities in managing a wide range of projects.
- Must be able to work independently and in a team environment. Builds strong cross-functional and client relationships.
- Excellent written, communication and presentation skills with the ability to explain and write complex information.
- Experience with analyzing data result reports
- Proficiency in using the following software applications: MS Word, Excel, PowerPoint, web-based/SaaS tools, and MS Outlook (email, calendar, etc.)

Required Experience / Education:

- Combined education and work experience that demonstrates project management skills,time and resource management, effective communication both written and verbal, experience with presentation development and/or execution, and willingness to learn new things.
- Customer service experience a plus
- Bachelor Degree required

Interested Candidates should send a resume to: rita.young@healthdatavision.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.