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

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 Manager will have accountability for leading the successful completion of high quality project deliverables for HEDIS, Risk Adjustment and IVA. The Customer Success Manager's primary responsibility is developing and executing a project plan that results in a project that successfully executes against defined service levels with a high degree of customer satisfaction. This position will become familiar with MRCS (HDVI proprietary workforce tool) and drive project engagements in a path that take full advantage of this application.

Individuals in this role will coordinate and lead project meetings, 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 Manager will also be responsible for managing project deliverables such as workplans, meeting minutes, and project wrap-up reviews.

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.

Responsibilities Include:

- Responsible for leading day-to-day management of multiple projects (including but not limited to identifying and resolving 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)
- Ensure customer expectations are understood and appropriately managed if they do not align with company expectations
- Drive issue resolution and manage through project issue logs. Include the communication of issues and the resolutions to HDVI management and clients.
- Accountable for creating a culture of compliance, ethics and integrity.
- Provide additional research and analysis as required
- Maintain an active presence on social media representing HDVI

Preferred Skills:
- Ability to regularly juggle changing priorities in managing a wide range of projects, customer needs and critical paths
- 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:
- 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.
- Customer management 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.