

Job Title: Customer Success Manager

Role Description

Sansoro Health, an award-winning digital health pioneer, seeks a Customer Success Manager to help us grow our business to the next level. Emissary™, our ground-breaking application, is transforming health care by simplifying EMR integration. Our primary customers are health care IT partners and health systems. With a referenceable customer base and strong financial backing, we are on track to be the new standard in health care integration.

The Customer Success Manager (CSM) will act as a trusted advisor and liaison to our most strategic customers, ultimately responsible for ensuring their success. The CSM leverages deep industry, business and operations knowledge to partner with our customers to help them achieve ROI and value from their investment with Sansoro. The ideal candidate will align at the executive level, building and maintaining strong relationships to ensure they renew existing enterprise agreements and commit to additional investments in our technology solution. The CSM will be responsible for driving customer adoption and success by providing support and guidance in the following areas: sales, usage/adoption recommendations, marketing, risk, contracts/renewals, new products, and other key metrics. Success will be measured by our ability to increase customer satisfaction, retention/renewals, and expansion of the Emissary enterprise licenses within the accounts.

Excellent customer relationship skills and experience with technical implementations are required. The successful candidate will be resourceful with a strong work ethic, maturity, and ability to operate at both strategic and tactical levels.

This role will report to the Customer Success Officer and work closely with the Sales Executives, and other Sansoro teams.

Responsibilities

- Responsible for customers achieving the maximum value with Emissary by ensuring they are fully utilizing their investment, achieving their objectives, identifying and closing new opportunities for growth, serving as references and renewing annual license agreements.
- Partner with Sales Executives to serve as primary point of contact and collaborate with all levels of the customer's organization on the strategy, from analysts to executive sponsors
- Serve as a customer advocate by developing long-term, deep relationships with key stakeholders
- Evangelize the full suite of Sansoro's current products and capabilities to C-level executives and align them with customer's business goals and technical roadmaps
- Develop a comprehensive understanding of the customer's objectives and document risks, mitigation strategies and provide escalation to Sansoro leadership as needed
- Coach customers on how to engage with the Sansoro team and coordinate internal resources to support sales, marketing, development and technical support services
- Guide the customer by finding the creative solutions and personnel to address issues and challenges
- Provide Sansoro's Product Manager voice of the customer feedback and requests towards Emissary improvements and new functionality
- Cultivate knowledge of Sansoro's products, customer products, EMRs, and emerging trends in the healthcare industry
- Prepare weekly status reports and escalate critical issues to management
- Conduct on-site quarterly business reviews (QBRs)
- Work with marketing to identify case study opportunities and promote survey results
- Interface with Sansoro senior management for high priority / high visibility projects
- Prepare and process new order forms and annual license agreements
- Develop and implement a multi-threaded customer communication strategy

About You

- You love to lead. People want to be on your team and seek out opportunities to work with you.
- You enjoy working with others but also function well when working independently
- You excel at anticipating risks and developing plans to mitigate them
- You are excited to bring best practices and new ideas to a small start-up

Qualifications

- 5+ years experience in customer relationship management
- Experience with technology, preferably in HIT and account/channel partner management
- Familiarity with technology-focused small businesses and start-up culture
- Excellent planning, organization, and project management skills
- Ability to interact effectively at all levels of the organization and across diverse cultures
- Executive-level communication and interpersonal skills, with the ability to mediate conflict
- Strong consulting skills and proven experience working as a trusted advisor
- Ability to embrace change as the external environment and organization evolves
- Demonstrated ability to work with a wide array of technical and managerial personnel to solve complex problems
- Thorough understanding of business processes – sales, marketing, delivery and support
- Strong knowledge of Microsoft Office and other business management tools
- Ability to travel (up to 25%)

Job Location

Minneapolis/St. Paul preferred

Employment Type

Full-time employee

Education Requirements

College Degree or equivalent experience preferred

About Sansoro Health

Sansoro Health is a healthcare information technology company dedicated to creating effective solutions for Electronic Medical Record (EMR) interoperability. Sansoro's core product, Emissary, is designed to provide a robust, bi-directional, EMR-agnostic interface between third party software and hardware products and the major EMR platforms. Sansoro works directly with customers and vendors to ensure that our solutions are safe, effective, reliable and scalable. For more information, email info@sansorohealth.com.