

Job title	<i>Customer Success Manager</i>
Reports to	<i>Director, Customer Success</i>

Job purpose

LogicStream Health is seeking an accountable, flexible, experienced Customer Success Manager. Our Customer Success Managers are responsible for onboarding and managing multiple customers and ensuring their successful adoption and use of our SaaS solutions. The ideal candidate has an instinct for putting customers first; is a self-starter; has strong communication and relationship building skills; applies an analytical approach to solving new problems. Customer Success Managers play a key role in achieving our goal of 100% customer renewal rate.

LogicStream develops SaaS solutions for hospitals and health systems. Our mission is clear – ***Helping clinicians improve and better control the care they deliver to every patient, every day.*** LogicStream Health SaaS solutions complement modern EHR systems and are designed for rapid implementation and fast adoption by end-user clinicians, informaticists, data analysts, and executive teams. LogicStream Health, developed by clinicians for clinicians, supports hundreds of hospitals throughout the U.S. For more information, [visit our home page](#).

This is a compelling opportunity for a Customer Success professional to make their mark on healthcare innovation at the national level and help LogicStream Health grow as a company. The LogicStream team is highly motivated and innovative. Your role on that dynamic team is to be the voice of our customers.

Duties and responsibilities

- Act as our customers' main point of contact into LogicStream; take responsibility for onboarding, training and relationship management
- Consult and collaborate with customers, at all organization levels, to ensure they are fully recognizing value from our products and services
- Manage and ensure a smooth and timely technical implementation
- Provide effective training and consultative working sessions; both on-site and remote
- Be available to customers as the Subject Matter Expert on all LogicStream products
- Work collaboratively within the Customer Success team and with other departments to resolve any customer problems and enhance the customer experience
- Track and document how customers are using LogicStream to impact key hospital metrics (revenue/reimbursement, cost control, core clinical measures, quality outcomes, etc.)
- Secure the renewal of customers' SaaS subscriptions and expand products licensed
- Collaborate and innovate with the Customer Success team to improve our processes
- Participate in support coverage rotation

Qualifications

Qualifications include:

- College degree
- Customer success, account management or software training experience (at least 2 years)
- Healthcare industry experience (at least 2 years)
- Proven, hands-on experience successfully implementing SaaS and/or enterprise software applications
- Excellent communication skills across all levels; from executives to end users
- Excellent organizational skills and ability to strategically manage multiple customers concurrently
- Strong training and presentation skills
- Strong analytical, problem solving and troubleshooting skills

Working conditions

- Travel to customer sites will be required (10%)
- Hybrid work arrangement, 2 days per week in office
- LogicStream offers a casual, flexible work environment that emphasizes teamwork