



Position Description: Customer Success Manager, Symphony Provider Directory

About the job:

IHA is looking for a passionate and experienced Customer Success Manager to support the launch of a large scale, state-wide provider directory product for all health plans and providers in California. Reporting to the Senior Director of Customer Success, you will be responsible for the overall success of assigned strategic customers. You will be their advocate, understanding their objectives and desired outcomes from the Symphony Provider Directory, and will be involved in all aspects of customer onboarding, support, account management, and training. The Customer Success Manager will effectively build and manage customer relationships and ensure overall customer success and satisfaction. This is a unique opportunity to work with thought leaders across California and be a part of a smart, hard-working, fun team that is leading a big, challenging project that can move the needle on a key health care industry pain point.

Core Job Duties and Responsibilities:

- Serve as primary contact for onboarding of new customers, providing end-user training and post go-live support; provide insights and best practices to customers to ensure full optimization and adoption.
- Proactively manage the customer relationship for the entire lifecycle. This means identifying, developing, automating and optimizing processes, tools and methodologies to retain customers and maximize efficiencies.
- Identify potential risks and serve as primary point of escalation for customer issues; cooperatively work with internal teams and IHA leadership to expedite resolution of issues and activities, while delivering timely communication to customers on progress and next steps, through satisfactory resolution.
- Maintain positive working relationships with internal and external customers by providing superior customer service.
- Collaborate with other internal departments e.g. product development, technology, marketing, support, training and external partners, on new releases impacting the customer and operational readiness; including providing input on potential enhancements and identifying current pain points.
- Maintain accurate customer records, and regularly provide customer status updates, highlighting customer advocates and those at risk.

Job Knowledge, Skills, and Work Experience:

- 3-5 years of Account Management/Customer Success experience in a SaaS or software company
- 2 years of work experience for a healthcare company, with expertise/knowledge of health plans
- Bachelor's Degree in Healthcare Management, Information Technology, Business or related field
- Solid understanding of Change Management methodologies and/or Business Process Management experience e.g. Prosci
- Experience working with, and managing, stakeholders and customers
- Excellent communication, decision-making, and problem-solving skills
- Extremely well organized with a high level of accuracy and attention to detail
- Flexible approach and an ability to operate effectively with uncertainty and under pressure
- Driven, self-motivated and enthusiastic, with a 'can-do' attitude
- Proficiency with CRM Software, working knowledge of Microsoft Office products

Bonus if you have:

- Strong understanding of the structure of California health care delivery system
- Salesforce experience

Benefits:

- Competitive salary
- Great work environment in convenient location (City Center 12th St BART Station in Oakland); however, working remotely is an option and candidates in other parts of California locations are encouraged to apply
- Free snacks, tea, coffee
- Subsidized gym membership
- 401K contribution
- 21 paid days off a year + 9 holidays
- Medical/dental/vision coverage
- Commuter benefits

US work authorization is a prerequisite to employment for this position.

Please submit cover letter and resume in confidence to jobs@iha.org, and include “Customer Success Manager” in the subject line.

About IHA

The Integrated Healthcare Association (IHA) is a multi-stakeholder leadership group that convenes diverse stakeholders committed to advancing high-quality, affordable, patient-centered care across California and the nation. IHA works with key industry leadership on performance measurement and improvement, incentives and cross-industry collaborations that drive efficiency.

IHA was established as a statewide association in late 1994 and is governed by a 40-member board of directors from California’s leading health plans, physician groups, health systems and hospitals. IHA has a rich history and depth of experience in multi-stakeholder collaboration, performance measurement, and reporting. IHA is a small organization with a strong culture that leads projects with high industry visibility and impact.

About the Provider Directory Utility

Post-ACA, consumers increasingly rely on provider directories to review networks when choosing a health plan, yet health plans have been challenged to provide accurate public provider directories that reflect the various types of providers available through their networks, their qualifications and capabilities and their availability. Longstanding challenges around the accuracy of provider data are magnified by confusion associated with complex and uncoordinated regulatory requirements, quickly changing data and outdated systems and processes.

With a five-year, \$50M investment IHA is launching a new large-scale cross-industry project, focusing on building a next-generation, cloud-based, statewide provider directory utility. The product will offer participating organizations on-demand, accessible and accurate provider directories to support both consumer purchasing decisions, management of network adequacy by healthcare organizations and additional use cases.