



Job Title: Client Success Manager, Symphony Provider Directory

About this job:

IHA is looking for a passionate and experienced Client 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 Client Success, you will be responsible for the overall success of assigned strategic Clients. You will be their advocate, understanding their objectives and desired outcomes from the Symphony Provider Directory, and will be involved in all aspects of client onboarding, support, account management, and training. The Client Success Manager will effectively build and manage client relationships and ensure overall client 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:

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

Job Knowledge, Skills, and Work Experience:

- 3-5 years of Account Management/Client 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 clients
- 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 locations (City Center 12th St BART Station in Oakland & WeWork Irvine); however, working remotely is an option and candidates in other parts of California locations are encouraged to apply
- Free snacks, tea, and coffee
- Subsidized gym memberships
- 401K contribution
- 20 paid days off a year + 10 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 "Client Success Manager" in the subject line.

About IHA

The Integrated Healthcare Association is a non-profit multi-stakeholder leadership group that promotes health care quality improvement, accountability, and affordability for the benefit of all Californians. IHA members represent the most diverse and influential cross section of healthcare organizations across California. With trusted data and collaborative programs, we serve as a catalyst by forging common ground and initiating, coordinating, and managing projects that address delivery system challenges. (see [Our Work](#)). IHA was founded in 1994, has about 40 employees, and is located in downtown Oakland.