Job Description for Manager of Customer Success

<u>Job Status:</u> Exempt, Full Time

<u>Reports to:</u> Director of Customer Success

The Company
Gray Matter Analytics is a rapidly growing early-stage company headquartered in Chicago, with offices in New York. Gray Matter Analytics Value-Based Care (VBC) Analytics Solutions provide value in three distinct ways.
- We partner with customers to deliver tailored solutions to optimize value-based care performance through our advisory and implementation services.
- We leverage a catalog of measure calculations and advanced analytic models, together with predictive insights to accelerate value through our business solution accelerators.
- Our solutions are delivered using our cloud-native, highly configurable CoreTechs® engine.

We transform healthcare organizations into data and insights-driven enterprises. We bring the right insights to the right stakeholder at the right time to improve decision-making and outcomes, lower cost, improve quality and enhance VBC performance.

Essential Job Functions
The Manager of Customer Success will champion best practices in customer success management, use leadership skills and drive performance based on their proven experience – with the goal of nurturing strategic relationships with customers.
- Build and sustain strong relationships with key customer and executive sponsors and internal teams.
- Serve as the primary day-to-day contact for our customers and their key user groups.
- Demonstrates initiative to effectively manage client relationships and proactively address challenges affecting customer success.
- Viewed by others as a leader and mentor on the team.
- Deliver constructive real-time feedback to junior members of the team.
- Lead product training for new and existing customers based on the program user types and roles.
- Establishes rapport and credibility with clients - viewed as a trusted advisor.
- Conduct regular program reviews of goals outlined within their customer success plan to key customer stakeholders and program sponsors.
- Serve as the customer champion and share feedback with the Product team on how we can better serve our customers.
- Ensure customer success plans are executed for each customer.
- Responsibility to support customer renewals and product expansion.
- Ability to occasionally travel for customer on-site meetings.
- Ability to wear multiple hats in a fast-paced environment.

Qualifications and Skills:

- Three to five years of customer success experience within healthcare and/or a healthcare data analytics organization, with at least two years of experience managing a team of customer success professionals.
- Strong operating knowledge of value-based healthcare contract management solutions within a payor or provider organization.
- Experience mentoring and coaching customer success managers or professionals.
- A strong understanding of customer success best practices with the ability to develop and execute playbooks and activities that drive customer engagement.
- Possess a data-driven, analytical, and determined approach to success, with the ability to deliver insights to key customer stakeholders that result in value attainment for our customers.
- Strong verbal and written communication skills, including presentation skills.
- Demonstrated history of cross-functional collaboration to develop and refine internal processes, and documentation, and expand our customer success strategy.
- Experience with customer relationship management (CRM) tools.

Gray Matter Analytics is an Equal Opportunity Employer. Gray Matter Analytics does not discriminate based on race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided based on qualifications, merit, and business need.