



Client Success Manager

We're looking for a Client Success Manager to join our knowledgeable customer care team that advocates for each customer of tevivMD. As a Client Success Manager, you will find the most effective and efficient solutions to improve our clients' business.

Responsibilities:

- Project Management
- Provide client onboarding and training, as requested by sales team:
 - Workflow analysis for all new clients to highlight areas of opportunities with solutions using tevivMD platform(s)
 - Forecasting ROI based on actual client metrics
 - Create pre/post workflows for all onboarding clients
- Trend and analyze utilization and cost vs. savings data. Assist in developing reports as indicated for automation.
 - Utilization analysis to be reported bimonthly to project manager on client side
 - Cost vs. Savings data to be reported monthly to project champion and all other necessary staff
- Create corrective action plans for clients with opportunities for improvement.
- Identify and implement additional features, solutions, or best practices to increase client utilization and satisfaction. Once identified, drive the execution of the deliverables from inception through to implementation.
- Ensure records are kept up-to-date; generate reports as needed and prepare for weekly reconnect meetings with Director.
- Working together with the Client Specialist to perform account reviews (quarterly) to include in preparation and strategies for client presentation.
- Coordinate quarterly reporting of all initiatives to appropriate staff.
- Administer Smartsheet and project management tools to ensure optimal configuration and use of best practices.
- Product Testing
- Special Projects

If you are interested in applying for this position, please submit a job inquiry form on our website at www.tevivmd.com/careers