



[https://wellnecity.com/?post\\_type=jobs&p=1347](https://wellnecity.com/?post_type=jobs&p=1347)

## Customer Success Team Leader

### Description

Wellnecity provides innovative data insights & services through its ProActive Health Plan Management™ platform to reshape health care performance for self-insured employers and their employees. We are hiring a Customer Success Team Leader to join our growing Customer Success team. This position is responsible for managing customer success delivery with a proven passion for building strong client relationships and demonstrating tangible client value. Our team members are focused on building and maturing our customers' ProActive Health Plan Management™ programs to drive measurable business impact and meaningful improvements to the healthcare experience. Our mission is to tangibly transform our customers' approach to managing their health benefits programs, and ultimately building our customers into lifelong Wellnecity champions. We do this through a deep understanding of our customers and their industries, and by optimizing solutions to address their individual challenges utilizing the Wellnecity platform.

### Responsibilities

- Grow and lead a diverse and high performing team of world-class customer success consultants
- Assume revenue responsibility for clients with specific accountability for achieving renewal and expansion targets
- Train, coach, and mentor your team members into top-flight consultants, who partner with our customers to build a ProActive Health Plan Management™ vision and strategy that is connected to a program roadmap for execution
- Establish success plans that clarify customer goals, map out maturity stages, and enable them to measure their progress against defined success criteria
- Consult clients on how Wellnecity can help them achieve their objectives
- Monitor daily program health and platform engagement to identify and mitigate program risks
- Act as the primary point of escalation, and help oversee all Wellnecity services and resources post-sale
- Champion customer needs internally and mobilize resources to resolve issues
- Develop relationships with influential leaders within the customer's organization and convert them into Wellnecity champions
- Work with cross-functional counterparts in Sales, Product, and Technology to evolve and scale our service offerings, mature our industry-leading platform, and improve the overall customer experience
- Communicate team impact and results to key stakeholders across Wellnecity
- Develop a strong knowledge of the entire suite of Wellnecity solutions

### Qualifications

- Bachelor's degree with a concentration in science, technology, engineering,

### Hiring organization

Wellnecity

### Employment Type

Full-time

### Job Location

Winston-Salem, Charlotte, North Carolina

### Date posted

May 1, 2021

commerce, business, or a related field

- 2-3 years' experience in a client facing role, preferably with a growth stage or Management Consulting firm
- Intellectual curiosity for learning and developing new skills in a dynamic environment
- Ability to work autonomously, handle ambiguity, effectively manage-up and down, and welcome feedback
- Excellent written and verbal communication skills with a strong attention to detail
- Strong analytical mindset (e.g., data fluency, analysis, interpretation, and root cause analysis)
- Financial analysis and modeling experience required
- Cloud data access and management skills a plus (e.g., Google Cloud Platform, Looker, SQL, etc.)
- Intermediate to advanced Microsoft Office Skills, specifically Excel and Power Point
- Experience in healthcare or a health-related field a plus
- Project management experience a plus
- Some travel may be required

### **Disclaimer**

Wellnecity is an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, age, religion, sex (including pregnancy and gender identity), national origin, sexual orientation, disability status, protected veteran status, or any other characteristic protected by law.