

SeamlessMD

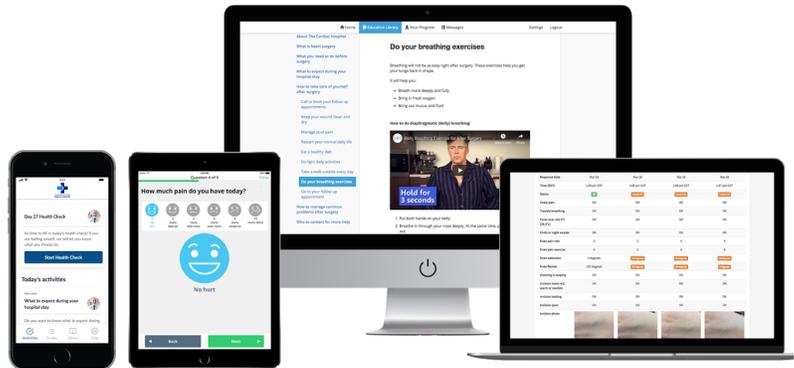
Job Title: Customer Success Manager – Full Time

Location: Toronto, Canada

Are you passionate about improving the healthcare system?

Are you driven to bring healthcare into the 21st century with innovative, patient-centered technology?

Are you excited to help health systems pioneer digital care, especially to tackle COVID-19?



If your answer is “Yes!” to the above, we may be the perfect fit for each other!

**At SeamlessMD, our mission is
“to ensure every patient gets the right care at the right time”**

Who is SeamlessMD? We are a diverse team of healthcare providers, technologists and industry professionals pioneering a new category of Digital Patient Engagement. We’ve been named a Global Top 100 Company in Digital Health and an OMERS Top 100 Canadian Health Tech Company. We have raised \$7.4M from leading Canadian investors, including MEDTEQ, Hikma Ventures, AIoT Health, Tony Lacavera (Founder, WIND Mobile) and Sanjay Malaviya (Founder, RL Solutions).

What is SeamlessMD? Most healthcare is still delivered through paper and verbal instructions, with no easy way for providers to monitor patients and catch problems sooner. Staying connected with patients virtually is even more important during COVID-19. To address this, SeamlessMD provides the #1 digital patient engagement platform for hospitals and health systems to engage, monitor and stay connected with patients across their health care journey (e.g. surgery, chronic care, etc.). Patients are guided on smartphones, tablets and computers from preparation through recovery with reminders, education and progress tracking. Providers receive alerts, monitor patients on dashboards and access analytics to deliver better care. SeamlessMD is also the 1st digital patient engagement platform with turn-key integrations with Epic and Cerner - the two largest Electronic Health Record systems.

Who are our customers? Leading hospitals & health systems such as Sunnybrook, The Ottawa Hospital, Stanford Health Care, UC Davis Health and Rush University Medical Center use SeamlessMD to elevate the patient experience, improve health outcomes and lower costs.

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How does SeamlessMD improve patient care? Patients experience less anxiety, are more prepared for their healthcare journey and are more confident during recovery. 15+ clinical studies have shown SeamlessMD to reduce hospital recovery times by 1-2 days, hospital readmissions by up to 72% and ER visits by up to 47%. This means patients are healthier and the healthcare system is more efficient!

In order to make SeamlessMD available to patients and providers everywhere, we are growing our amazing team. Here's where you come in...

The Customer Success Manager role

The Customer Success Manager plays a critical role in helping our hospitals and health systems implement and succeed with SeamlessMD. Your involvement would make a huge difference on patient satisfaction and outcomes achieved with the platform.

As a Customer Success Manager, your objectives are to:

- Collaborate with healthcare customers and internal team members to design, implement and succeed with unique workflows and programs on the SeamlessMD platform - from COVID-19 patient monitoring to preventing readmissions after open heart surgery.
- Build and maintain a strong relationship with customer stakeholders (hospital clinicians, administrators and C-suite executives) so you are viewed as a trusted and integral part of their team
- Ensure customers renew, achieve their business goals (e.g. readmission reduction) and become strong reference customers
- Support the Sales team in generating new business through customer expansions

As a Customer Success Manager, your main responsibilities include:

- Support customer implementations, including providing process expertise into solution/implementation design, training staff and participating in platform testing (i.e. ensuring workflows on the platform meet the customer's requirements).
- Facilitate weekly/bi-weekly/monthly customer meetings to assess progress, troubleshoot issues and share best practices
- Organize, craft and lead business reviews/presentations 2 to 3 times a year with key customer stakeholders (e.g. hospital C-suite executives, administrators and clinician leaders) to celebrate success, present results and recommend improvements
- Generate customer data reports on both a regular basis (e.g. monthly, quarterly) and as needed by the customer (e.g. ad-hoc requests for presentations and research)
- Educate customer staff on SeamlessMD and train them on how to use the platform

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- Support the Sales team with customer expansion, such as identifying expansion opportunities and equipping the Sales team with customer stories/results/data
- Use data and process to measure and manage account performance (e.g. monitor customer activity on internal dashboards to ensure high patient enrollment and activation)
- Be the voice of the customer when partnering with Product/Engineering to prioritize feature requests and help define the product roadmap
- Test new features prior to release to ensure it meets customer needs

Are we the right fit for each other?

Required qualifications:

- **2+ years in a customer success or client-facing role, such as:**
 - Healthcare consulting for hospitals & health systems; or
 - Customer Success Management for an enterprise software company
- **Able to work out of our Toronto office, while travelling to visit clients as needed:**
 - You will likely need to travel to work with clients 2+ times/month for 2-3 days at a time, although this could change as our business needs change.
 - Our clients are currently located across Canada and the U.S., and potentially outside North America in the future.

Required qualities:

- **Great at building relationships and rapport with clients.** Healthcare is a relationship-driven industry, and your customer's engagement with our platform is tied to the strength of their relationship with you.
- **Excellent oral and written communication skills.** You will be presenting to and engaging with a wide variety of stakeholders, including hospital executives and front-line hospital staff.
- **Excited by and experienced with uncharted territory.** We are pioneering a new product category and unique digital workflows (e.g. COVID-19 monitoring), and that means our Customer Success model is still evolving. You will thrive here if you enjoy the opportunity to build new playbooks and processes. You won't be a fit here if you expect everything to already be figured out.
- **Strategic business mind and enterprise-minded.** Our long-term business model is based on achieving enterprise-wide deployments, scaling across departments and hospitals in a customer account. You will thrive here if you are excited to put your "business hat" on to support the Sales team in determining the best path to enterprise-wide deployments. You won't be a fit here if you want a role focused solely on customer maintenance/support.

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- **Technology and data savvy.** You don't need formal training in technology and data, but you must be comfortable manipulating data in spreadsheets and using reporting dashboards to assist customers with their data needs.
- **Thrives in the fast-moving, startup environment.** We are not a huge company, we don't have everything figured out and we don't have endless resources. However, we are smart, fast and nimble. You will thrive here if you enjoy independence, love taking initiative, and are willing to grow with us as we experiment and identify new best practices.

Nice to have:

- Experience working with hospitals on topics such as quality, patient safety, patient satisfaction or operational/clinical/financial performance

Why you'll love it here

- **Be at the forefront of healthcare innovation.** This is an opportunity to work with the world's top health systems and help them succeed with the latest digital health technologies.
- **Make a positive impact on the lives of patients.** It is incredibly rewarding to hear regular feedback from patients on how SeamlessMD has improved, and sometimes saved, their lives. SeamlessMD is even more important to help providers care for patients virtually during COVID-19.
- **Company stock options.** We want you to have the opportunity to be an owner in the company.
- **Health, dental, vision and long-term disability benefits.** We want to invest in your health and well-being.
- **Parental leave top-up.** Family is important to all of us - and starting one requires a lot of time and attention!
- **Full kitchen with snacks and beverages.** We do bi-weekly snack/beverage orders so there is always something to eat!
- **Monthly team socials.** We love team bonding. Every month we host a variety of team socials that range from: Trivia night, ping pong at SPIN, movie nights, Blue Jays games and more!

Ready to Apply?

Please email joshua@seamless.md with:

- Subject title: "Applying for CSM Role"
- Attach:
 - Your resume (2 pages maximum)
 - **For any past customer success or client-facing roles, please include a list of key accomplishments or relevant metrics (e.g. renewal rates, customer expansion results, etc.)**
 - 1-page cover letter explaining how you meet our Qualifications and Qualities

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We will reach back out if we are interested in exploring further with you.

Learn more about SeamlessMD:

Check out these links:

- [Company website](#)
- [VIDEO: UAB uses SeamlessMD to improve the patient experience and reduce Length of Stay](#)
- [VIDEO: Atrium Health uses SeamlessMD to deliver Cerner-integrated, patient engagement](#)
- [PRESS: Ohio State University uses SeamlessMD to safely resume surgery during COVID-19](#)
- [PRESS: St. Joseph's Home Care uses SeamlessMD for employee health monitoring during COVID-19](#)
- [PRESS: St. Francis Hospital Uses New App to Help Heart Patients Stay on Track](#)
- [PRESS: Rush University Medical Center: Using an App to Speed Surgical Recovery](#)