

Medicom Health is looking for a curious, creative, and confident individual located in the Minneapolis/Twin Cities area who is passionate about identifying future clients and helping those clients reach goals. Medicom Health and our clients are looking for an individual who can help us identify sales opportunities, create interest, and drive brand and solution awareness and preference while also who will support our clients with an empathetic ear and use active listening skills to ensure each issue is understood on a deep level to solve the problem the right way the first time while continuing to build the relationship at every step of the process.

The Client Success Specialist is a hybrid role that includes both sales development and customer support activities. The CSS is responsible for generating new business by following up on inbound marketing leads, sourcing outbound leads, qualifying interested prospects, and setting up meetings for the Client Success Directors that adhere to the qualification guidelines while also providing onboarding and training to new clients/vendors along with day-to-day support ensuring their success with our award-winning health engagement solutions. This position will act as the voice of the client while collaborating across departments to nurture relationships that result in both expanding Medicom's family and ensuring client needs/requests/issues are being met/solved/resolved. This position reports to the Client Success Director.

### **Position Title: Client Success Specialist**

#### **Job Duties and Responsibilities:**

- Be curious and learn something new every day – about the product line, integrations, clients, fun facts – stay hungry while practicing humility with the ultimate goal of becoming the subject matter expert for the platform
- Qualify all incoming inquiries generated through web and marketing campaign leads
- Source new leads through cold calling and online research
- Successfully cold call and set up meetings for the sales team (via phone and email)
- Actively participate in ideation and discussion in team and product meetings
- Conduct product demos and onboarding training
- Provide phone and email support
- Perform platform administrative tasks such as adding/suspending/archiving tools/features as necessary
- Document new product/feature ideas
- Occasionally generate written content for marketing materials including newsletters and case studies
- Continuously find efficiencies for self / team / organization and clients to ensure 'working smarter' is second nature

#### **Required Experience and Education**

- Passion and patience for helping others learn and grow
- Outgoing, positive, friendly, and eager to be on the phone
- Comfortable and confident leading training/onboarding sessions while finding ways to share joy virtually and in-person
- Creative and analytical thinking abilities to interpret data/issues and offer ideas for improvement
- Calm, cool, and collected while managing multiple projects
- Organization and attention to detail come naturally
- Has a strong sense of pace and urgency to ensure work is completed in the expected timeline
- Client support and/or healthcare/marketing experience
- Fluency in: Mac OS; Microsoft Word, Power Point, Excel, Outlook, Slack, and video conferencing software (Zoom, MS Teams, WebEx)

#### **Preferred Qualifications and Skills:**

- Experience working in SaaS environment



## Position Description

- Understanding of prospecting and sales best practices and proven ability to find creative solutions to project challenges and new opportunities
- Familiarity with Salesforce, Google Analytics, Facebook Ads platform, CRM platforms, and/or Email or Marketing Automation tools
- Degree in Health Care, Marketing or Business-related fields

*Medicom Health is an award-winning developer of patient engagement software and integrated EMR Rx workflows. Our customers are some of the most well-known hospitals, clinics, and health care systems in the country. We are a leader in design and cutting-edge health technology and have been recognized as one of the 100 Best Companies to Work for in Minnesota.*

To learn more about us, please visit our website at [www.medicomhealth.com](http://www.medicomhealth.com). Medicom Health offers a competitive compensation and benefits package. Please submit a resume, cover letter and salary requirements to [careers@medicomhealth.com](mailto:careers@medicomhealth.com).

We are an Equal Opportunity Employer.