



Title: Customer Success Leader

Location: Dallas, TX, Chicago, IL, Boston, MA, Philadelphia, Mechanicsburg, PA and Milwaukee, WI (with 70% travel to the client locations around these areas)

Position Type: Full-time with IKS Health

Job Summary

IKS Health is looking for a dynamic, thought-leader interested in driving change throughout the healthcare delivery system in the United States. They will create a shared vision with prospect executives for the purposes of selling IKS services. The ideal candidate will be responsible for managing the success of the operational relationship with one or more IKS customers and ensure successful implementation of the IKS Clinical support book of business under contract. The leader will ensure high levels of customer satisfaction and mutual success of the relationship. In addition, they will work with the selling organization and provide solutions support to ensure IKS grows revenue with the customer. They will serve as the “voice of the customer” for IKS support solutions, and serve as the “voice of IKS” in the client organization. This role will require regular travel that includes spending time at customer locations.

NPS

- Demonstrate value to the customer - EVA to be Signed for every customer, re-published every Quarter
- Be the voice of the customer to IKS and Voice of IKS & Industry to the customer
- Build meaningful, high quality, Multiple C- Level & Sr VP / VP level connects
- SLA communication, agreement & alignment with the customer

Strategic Communication

- Filter, review & clean all communication to the customer - Keep strategic point of view
- Educate customers on IKS feature clusters & value it drives
- Participate in MBRs to ensure messaging is qualitative and on point. Stay coordinated with Ops on closure of action items
- Drive QBRs - Ensure right participation from IKS and customer along with strategic vision for the customer
- Own Account plan and Strategy - Enage ML's, IKS Executives, Product, Solutions accordingly

Budget

- Own Budget delivery on existing and new business
- Create backup growth opportunities
- Track and report - Monthly
- Work alongside ML's on the new SOW's creation, Quarterback existing SOW renewal

Responsibilities

- Responsibility for new account growth and growing revenue in existing accounts within a target market
- Become an IKS ambassador and thought leader, proactively lead and coordinate teams from both sides towards common goals and solutions
- Leverage consultative client centric skills to grow existing client relationships at all levels, especially at the CXO level
- Engage as a Strategic Partner with Client CEO's and other C-level executives advise them on their business
- Be the executive owner of the overall operational relationship between IKS Health and the Client
- Partner with IKS Product heads and Customer facing delivery leaders within respective market / accounts
- Enable effective customer satisfaction of existing clients working closely with operations and Client Services teams
- Able to effectively work with the operations team to identify potential solutions / strategies to effectively address client issues / objectives
- Oversee and provide strategies for effective governance between IKS Health and client teams across the hierarchy (level equivalent mapping)

Success Traits

- Entrepreneurial
- Goal oriented
- Commercial mindset
- Flexibility and willingness to travel
- Self-starter

Skills/Experience

- At least 5-8 years, with a preference of 10 years of experience in the provider healthcare space, delivering consultative, account management, and/or outsourced services with revenue & growth responsibility
- Clearly demonstrated experience owning and delivering revenue targets predictably to produce forecasted outcomes for a single client or grouping of clients
- Individual ability to create a shared vision with prospect executives for the purposes of selling IKS services
- Deep knowledge of the US healthcare provider/payer market. Prevailing and future trends that will impact prospects/customers
- Some level of strategy consulting experience (or equivalent healthcare operating experience) helping healthcare providers solve real business problems
- Strong financial acumen to be able to quantify the impact of business problems and their solutions



- Ability to strike balance between being voice of customer and being able to represent voice of IKS to the Customer
- Demonstrated ability to work collaboratively with various internal stake-holders in the organization
- Have proficiency in and be able to coach Client Services employees in the organization about how to gain C-Level Executive access
- Experience creating and maintaining executive level relationships
- Ability to quickly build confidence & credibility with customers and internal team members
- Strong personal communication and presentation skills

IKS Health offers a comprehensive benefits package including medical, dental, vision, life insurance, long-term and short-term disability, AD&D, etc. For additional information please reach out at UStalent@ikshealth.com.