Client Success Analyst

The Client Success Representative is the primary relationship owner for our clients and ensures that clients generate significant value from their partnership with ReportingMD. After the Client Success Representative defines the specific needs and goals of each of their clients, they will leverage the performance technology toolset to provide easy-to-use dashboards, reports, and ad-hoc analyses. Finally, they will oversee the relevant submission processes to ensure that our partner practices are able to receive the maximum incentive payment for their efforts.

**SUMMARY OF DUTIES/RESPONSIBILITIES:** (This list may not include all the duties assigned).

***Analytics***

·        Analyze institution’s operational, clinical, and/or financial performance

·        Diagnose issues, identify root causes, and drive change management initiatives

·        Master the functionality of the software and develop expertise in program requirements and product

***Client Management***

·        Be the voice of the client to our product management and developments teams regarding product enhancements and industry trends

·        Provide on-site and off-site assessments and consulting services for a portfolio of clients

·        Present to senior level clients and foster relationships with client executive teams

·        Maintain and share business and technical expertise with clients and other staff

·        Train clients on the use of performance technology software

·        Facilitate client calls and in-person meetings

***Project Management***

·        Identify potential issues that will impede success and recommend corrective action plans

·        Set and execute against project milestones

**MINIMUM JOB REQUIREMENTS AND QUALIFICATIONS:**

Preference for candidates located in the New England area but not necessary. Bachelor’s degree from accredited college or university; directly related to computer science technology and/or healthcare with an emphasis on healthcare technology, medical reporting, and financial reporting (or exceptional hands-on experience) is preferred. Candidates should have, at minimum, basic knowledge of Microsoft tools suite, specifically Microsoft Outlook, Microsoft PowerPoint, and Microsoft Excel. Individual must possess experience in at least two of the following: consulting, client management, project management, working in the health care industry, presenting to groups, facilitating training sessions, demonstrable analytical reasoning, and/or quantitative analysis.

The Individual must be extremely organized, have the ability to multitask and prioritize, communicate well within all levels of the organization, and be proficient in the customer skills defined above, with an understanding of physician practice management systems and electronic medical record applications. The individual must also have a valid driver’s license and the willingness to travel up to 20% domestically (varies by product). The individual will be required to perform other job duties as assigned and maintain compliance with all company policies.

**KNOWLEDGE, SKILLS AND ABILITIES REQUIRED:**

* Possess analytical reasoning and solution-focused problem solving
* Proven ability to prioritize across multiple projects and relationships
* Proven ability to manage projects independently
* Proven ability to work collaboratively in a team
* Experience working with Excel and PowerPoint
* Knowledge of software functionality, user navigation and reporting capabilities
* Attention to detail
* Excellent verbal and written communication skills, including ability to effectively communicate with internal and external clients
* Excellent computer proficiency (MS Office – Word, Excel and Outlook)
* Must be able to work under pressure and meet deadlines, while maintaining a positive attitude
* Outstanding interpersonal skills
* Ability to apply strong customer focus in support of healthcare applications
* Ability to provide exceptional customer support in an efficient, scalable, and maintainable manner
* Flexible, fast-paced, think-on-your feet mindset with a sharply focused analytical eye for detail, pragmatism and elegance

**TYPICAL PHYSICAL DEMANDS:** Requires prolonged sitting, some bending, stooping and stretching. Requires eye – hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Requires normal range of hearing and eyesight to record, prepare and communicate appropriate reports. Lifting of equipment not to exceed 20 pounds.

**WORKING CONDITIONS AND PHYSICAL EFFORT:**

* Work is normally performed in the office work environment with remote options available depending on location
* Very limited physical effort required