

Customer Success Director

Position Description

We are looking for an analytical, driven, personable and entrepreneurially minded individual to manage our key customer relationships for success on our team in New York City. The ideal candidate has experience in client or professional services, a strong understanding of US healthcare landscape and comfort in a fast moving environment. You will have responsibility for ensuring customer success with accounts across key market segments. You will be responsible for defining and executing against success metrics and maintaining and growing customer relationships over time. This is an exciting opportunity to have an impactful role as a leader in a fast-growing mission-driven organization.

Key responsibilities will include:

- Manage and grow relationship with key customers
- Understand and address customer needs over time
- Define and measure customer success metrics
- Prepare commercial proposals for potential and current customers
- Establish partnership opportunities with existing customers
- Analyze and interpret data to demonstrate ROI and customer benefits
- Work with product and engineering teams to help translate customer needs into product enhancements
- Anticipate and interpret macro and policy level changes, communicate impact on key accounts
- Take prominent thought leadership role in market

Desired skills and experience:

- Analytical and data driven problem solver
- 5-7 years of experience in client services, strategy or account management
- Personable, engaging communicator, both oral and written
- Deep knowledge of the healthcare landscape, policy and macro trends
- Understanding of business principles
- Comfort with Microsoft Office including excel, ppt
- MBA or relevant Master's preferred

Physical Requirements

General Office Demands

Our Hiring Philosophy

RubiconMD's founding mission is to democratize medical expertise, so that all patient populations have access to the care they need. In order to deliver on this, we focus on empowering primary care providers, who we believe are the key to a thriving, equitable health care system. It's no small order, but we can achieve it with the right team. That's why we hire people with drive and leadership, who are also highly accountable—to each other, to the providers we serve, and to the impact we exist to make.

RubiconMD is an equal opportunity employer and prohibits discrimination against persons of any kind on the basis of race, color, religion, gender, sexual orientation, nation of origin, age, disability and genetics.