



Customer Success Manager (Remote)

Job Description

About RehabBoost

RehabBoost is an early stage healthcare technology start-up company headquartered in Miami, Florida. Our patented software is an artificial intelligence (AI) body motion recognition proprietary platform that is transforming remote patient physical rehabilitation services. Our company offers a disruptive solution in the physical therapy industry that improves the patient's journey during rehabilitation, resulting in faster recovery times getting back to daily activities, work and exercise.

Description:

We are looking for a passionate, persuasive, a great communicator, relationship builder, result-driven, creative, and a collaborative leader to fill the role of Customer Success Manager (CSM). This person will report directly to the Director of Business Development and is responsible for defining, developing and implementing the company's overall Customer Success processes. The CSM will support our customers as they transition from sales prospect to active users of our technology. The CSM will focus on customer loyalty and building close long-term client relationships as well as grow the adoption (users) of the Rehab Boost App.

Roles & Responsibilities:

- Build a robust Customer On-boarding Playbook that drives the company's implementation process.
- Be the primary point of contact throughout the customer lifecycle, develop relationships with key stakeholders and maintain a focus on driving business value from onboarding through contract renewal.
- Regularly monitored platform usage and proactively contact clients to drive adaption of the Rehab Boost platform.
- Utilize HubSpot (CRM) to track all account activities, sales pipeline, lead generation, log calls and tasks. Create Dashboards, generate monthly reports, and activity reports within HubSpot.
- Lead customer training/in-service sessions as part of onboarding and ongoing product adoption process.
- Promote customer satisfaction and loyalty by demonstrating an understanding of their business needs by helping them achieve their objectives utilizing the Rehab Boost App.
- Educate customers on the use cases and benefits of the Rehab Boost platform.
- Provide customers with information and assistance regarding product updates and new features.
- Foster a customer-centric team environment.

Qualifications:

- Bachelor's Degree in Computer Science, Communications or Marketing.
- Highly organized and able to multi-tasks.
- Self-driven and proactive nature.
- Excellent communication and interpersonal skills.
- Demonstrate leadership qualities, team player, collaborator.
- High computer literacy and ability to learn new software.
- Knowledge of customer success processes.

- Experience in document creation.
- Patient, active listener and problem-solver.
- Passion for service.
- Experience with HubSpot CRM is a plus.

Employment Details:

Location: Fully Remote

Status: Full time

Benefits Include: 401K/IRA, Equity, Health, Vision and Dental Insurance, Life Insurance & Long-Term Disability

Vacation Benefits: Two Weeks Paid Vacation

Salary: Competitive based salary plus bonus