



Job Title: Senior Account Manager (Customer Success)

Reports To: Senior Director Account Management

Department: Customer Success

WellRight is a leading provider of corporate wellness software, used by organizations to improve the health and well-being of their employees and clients. Our mission is to help people change for good through positive habit formation focusing on six dimensions of holistic health: physical, emotional, financial, social, occupational, and purpose.

WellRight's complete wellness program creates a habit-forming environment that empowers and engages employees with our highly configurable software platform that can be completely customized to meet the needs of any organization.

When you work at WellRight, you can expect a supportive and stimulating environment, where your successes are celebrated and you're always encouraged to learn, ask questions, share ideas, and grow. We practice what we preach, putting our team's wellness top of the list and helping them become their best selves.

Job Summary:

Serve as the primary relationship owner for an assigned group of top tier client accounts with responsibility for retention and growth. Ensure clients derive maximum value from our services. Prepare strategic implementation plans and lead client on-boarding. Work closely with clients to identify health and wellness program needs and consult on best practices for solutions and setup.

This role is an integral part of not only the Customer Success team but also a key player in working cross-functionally within our organization.

Duties/Responsibilities:

- Strategic Relationship Builder - can build meaningful relationships with C-suite, broker groups, consultants, system administrators and wellness program champions

- Support new client implementation and provide strategy and guidance related to Program Strategy
- Be the product expert. Know all system functionality, configure platform settings, and conduct system training for all user types
- Oversee ongoing Program Management for key accounts, including coordination with company subject matter experts on new business requirements
- Ensure all products and services are delivered according to contract while maintaining high levels of client satisfaction
- Develop long-term strategic goals designed to ensure account retention and short term tactical plans to ensure customer satisfaction
- Provide actionable and insightful recommendations for client wellness programs that will include year round engagement
- Responsible for account upsell and renewals, including contracting within designated CRM tool
- Provide regular two-way communication between the client and product teams to assist with creating product improvement or new business requirements
- Conduct in person quarterly or bi-annual business reviews with C-Suite executive teams
- Attend sales meetings as subject matter expert on a regular basis
- Attend in-person strategy meetings, client wellness fairs, and/or company trade shows as needed
- Ability to wear many hats and be adaptable to change due to exciting high growth startup environment
- Control communication to keep customers informed of process and procedural changes
- Self-starter with a confident customer focused approach and ability to work independently and within a team
- Acting as a liaison between product management and the customer with a focus on communicating the WellRight roadmap and how the roadmap will influence customer activities
- Prioritizing and driving resolution on raised customer concerns

Requirements

- Minimum 5-10 years of account/project management experience, SaaS experience preferred
- Demonstrated consultative sales and client management abilities
- Technical competence, including an understanding of CRM Systems and SaaS platforms

- Motivated, goal oriented, persistent, and a skilled negotiator
- Work well in a team environment and cross-functionally
- Excellent written and oral communication skills
- Ability to handle stressful situations and deadline pressures
- Plan and carry out responsibilities with minimal direction
- Undergraduate degree required, graduate degree preferred
- Travel to client approximately 25%

About WellRight:

WellRight is based in Chicago.

Benefits include: Unlimited PTO, flexible work schedule, at-home internet stipend, medical, dental, and vision, 401k matching, paid short-term and long-term disability coverage, parental leave, and competitive compensation.

WellRight is committed to a diverse, equitable, and inclusive workplace. We welcome people of all backgrounds, experiences, abilities and perspectives and encourage women and underrepresented groups to apply. WellRight strives to create an environment that is fun, energetic, and supportive for all.

To apply, please click [HERE](#).