



Job Title: Senior Account Manager

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 of their employees. Our mission is to change people for good through positive habit formation. Our solutions are industry-leading and built on the latest web-scale, cloud technologies.

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. Benefits include: unlimited PTO, flexible work schedule, salad Tuesdays when in the office, medical, dental, and vision, mass transit debit cards, 401k matching, paid short-term and long-term disability coverage, gym reimbursement, parental leave, fitness device reimbursement, and competitive compensation.

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 Account Management 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

- Manage implementation timelines and project plans, including coordination between third party vendor partners (e.g., client, partner, broker, and/or data integrations)
- Be the product expert. Know all system functionality, configure platform settings, and conduct system training for all user types
- Oversee implementation 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 implementation 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

Requirements

- Minimum 5-10 years of account/project management experience, preferable within the health and wellness space
- 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%