



## **About patientMpower**

patientMpower is a digital healthcare company providing technology solutions for people receiving care from their healthcare teams at home. We are passionate about empowering better outcomes by enabling patients to better manage their care and providing unique data insights for healthcare providers and researchers to improve their care.

The successful candidate will gain a real appreciation for the needs of both patients and healthcare workers and how software can have a transformative impact in the delivery of care.

By working here, you can play your own unique role in making life better for people fighting difficult conditions. At patientMpower we encourage and support employees to be brave in their thinking, learn continuously but most importantly grow personally and professionally.

## **Job Description**

We are looking for someone to lead our Customer Success Function.

You will be 'player / coach' in leading a small team who are responsible for implementing new programs, and supporting and growing existing customers to deliver the best care to their patients, looking for new ways our product can enhance care

## **Job Description.**

We are looking for someone who is people-focused to join our Customer Success Team. This team helps our customers to get started on the patientMpower platform, understand their needs and support them as they grow their usage of our applications.

## **Responsibilities**

As a start-up with a headcount of 20 staff we require a degree of flexibility. Your day-to-day would be a mix of proactive and reactive work. The successful candidate will be responsible for the following:

- Leading the customer success and support function as the company develops
- Provide ongoing support and troubleshooting assistance to hospitals, clinicians and patients
- Be the key contact and advocate for your assigned clients and be responsible for onboarding new clients.
- Support customer renewals, expansion and Identify customers at risk and work on re-engagement plans to help ensure adoption and renewal
- Provide virtual (webinar) training to clinicians (nurses and doctors) on how to use the patientMpower platform
- Relay feedback to product development team on issues and product improvements, and manage feedback to clients on issue resolution or new feature introduction
- Weekly and Monthly Reporting for clients
- Creation of educational support content for clinicians, patients and marketing
- Provide ongoing support Interact effectively with logistics processes and partners to ensure medical device hardware is ordered and delivered on time

## Requirements

- Self-starter who is capable of working independently and remotely with a distributed team.
- 4 years experience providing support in SaaS solutions to people with varying degrees of technical proficiency
- Experience in analysing data and comfortable with Excel
- Experience with CRM tools and troubleshooting ticketing systems
- Experience in health economic outcomes assessment
- Technical understanding and ability to troubleshoot and resolve technical problems.
- Experience working with targets (SLAs, Productivity & Customer Satisfaction).
- Genuinely enjoy solving problems and pride yourself in providing exceptional customer support to everyone you speak with.
- Excellent written and spoken English and likes to over-communicate (with both customers and team).
- Proficient creating support content in different formats (web, video etc)

## Nice to have but not mandatory

- Healthcare experience
- Experience in a Technology company

## Working Hours & Job Location:

- Up to 4 days a week a combination of client sites and office based
- Two days a week in Dublin office (D8), Virtually (or in-person) at other times
- Flexibility in working hours to support US clients on as needed basis
- Attending client sites in Ireland and internationally to support customer usage and grow accounts