

Client Success Manager

maple

Phone :

Web :

Job Summary

Vacancy :

Deadline : Aug 31, 2024

Published : Jul 31, 2024

Employment Status : Hybrid

Experience : Any

Salary :

Gender : Any

Career Level : Any

Qualification :

ABOUT MAPLE

Founded in 2015, Maple is a fast-growing health tech company with a vision to power the future of healthcare by building a connected and superior experience for patients, doctors, and other types of health providers.

We offer virtual care services across multiple distribution channels, including Direct-to-Consumer ("B2C"), Employers and Private Insurers ("B2B") and Public Sector Institutions ("B2I"). With a growing network of 2,000+ healthcare providers and nearly 4 million Canadians with access to our services, Maple is one of Canada's fastest-growing virtual care companies.

We have established an entrepreneurial culture centered around our purpose to support people's health and well-being and to strengthen the healthcare system. We attribute our success to our team, who has helped us achieve numerous noteworthy awards including: LinkedIn's Top 10 Startups, Deloitte Canada's Technology Fast 50, Globe & Mail's Top Growing Companies in Canada, North America's Inspiring Workplaces, and Glory Professional's The Power 50: Canada's Most Impactful Companies.

THE POSITION

In support of a high-growth mandate, we're hiring for a Client Success Manager to join our dynamic and highly engaged B2B Client Success team to support and enable the success of our clients within our Embedded Partnerships portfolio.

Our diverse B2B clients offer Maple's virtual care services as health and wellness benefits for their population. In this role, you'll have the opportunity to personally impact the future of healthcare by empowering highly established organizations and their stakeholders to discover a better healthcare experience. As a Client Success Manager, you will manage the end-to-end client journey—from implementation and onboarding, to ongoing account management including contract renewal and expansion. You'll cultivate and sustain lasting relationships built on trust and mutual understanding, ensuring our clients receive unparalleled support and service. You will be managing the relationships of our highly valued clients, implementing engagement strategies to ensure program success, including managing complex implementation and engagement-related projects. From facilitating user enablement to conducting strategic account reviews and identifying upsell opportunities, you'll play a pivotal role in maximizing client satisfaction and program performance.

Critical to success in this role will be your advanced relationship-building capabilities and client-facing experience, coupled with your passion for results. You are proactive in your approach to identifying opportunities, developing solutions, and implementing change to deliver results and achieve goals. You demonstrate resilience and adaptability when navigating challenging situations and are open to diverse perspectives and feedback, sharing knowledge and learning from those around you.

12 – 18 MONTH DELIVERABLES

Within the first 90 days, you will learn the company's business model, target market, industry landscape, and product portfolio. You will have established relationships with your inner team and cross-functional partners, to learn about their roles and how they support the Client Success function. Additionally, you will have started to deliver results by identifying quick wins and implementing solutions to improve client satisfaction and program performance. In the next 12 to 18 months, you will continue to deepen your knowledge of Maple's business model while working closely with clients to ensure the adoption of our products and services, identifying opportunities for upsell or cross-sell, and ensuring high satisfaction levels. You will confidently manage your client portfolio, lead high-impact projects, while delivering on your key performance metrics. Additionally, you will lead the implementation of client initiatives, collaborating closely with cross-functional partners to ensure timely and successful delivery. You will regularly analyze client data and feedback to identify trends and areas for improvement, using this information to enhance the client experience and deliver outstanding results. In doing so, you will create materials to review and present your client's program performance and implement strategies to ensure they are meeting their goals with Maple.

CANDIDATE PROFILE

- The ideal candidate possesses a Bachelor's degree in Business, Marketing, Communications, or a related field and has 4+ years of experience in client-facing roles, ideally in a high-growth B2B environment.
- The ideal candidate is an exemplary team player with a proven track record of performance success and effectively collaborating with cross-functional teams
- Resilient in the face of challenges, the candidate is driven to overcome obstacles and deliver outstanding results. They are motivated by exceeding KPIs and have experience using CRM software (Salesforce) to track and analyze client data to measure key metrics and identify trends.
- Agile and flexible, the ideal candidate can quickly identify potential areas of risk and proactively develop and execute strategies to address those risks.
- With a client-centric mindset, the ideal candidate is dedicated to ensuring that clients receive the highest level of service and support. They can see the bigger picture and drive long-term success for both clients and the organization.
- Client Focus
- Communication
- Adaptability
- Resilience
- Exemplary Team Player
- Passion for Results
- Digital Literacy
- **Passionate:** We believe deeply in our company's purpose and what we're trying to accomplish as a team. We want all colleagues to feel passionate about improving access to high-quality healthcare through the power of technology, and to make a positive impact with the work we do, where we work, and in the community.
- **Supportive:** We're a diverse community that recognizes and embraces the individual differences of our people. We have fun coming to work and bringing the best out of each other. We value and encourage different and diverse perspectives from all parts of the organization.
- **United:** We leave our egos at the door and act with humility. We work collaboratively to overcome obstacles that arise, and we're united in our purpose and bringing our ambitious goals to life.
- **Creative:** We challenge the status quo of what we think is possible with how we approach our work and projects, celebrating bold thinking. We're focused on our priorities yet remain agile in how we deliver on our goals.
- **Health and dental benefits, insurance:** Through our Group Benefits, you'll get access to dental benefits, extended healthcare benefits for drugs, vision, paramedical coverage (e.g. massage therapists, dieticians, mental health professionals), counselling, health service navigation, life insurance, critical illness and disability insurance, and more.
- **Dedicated Health Spending Account ("HSA"):** An additional budget available for you to spend on health-related expenses (e.g. eyeglasses, therapy).
- **Dedicated Wellness Budget:** Spend your budget on activities that support your physical and mental wellness.
- **Maple Coverage:** You'll get unlimited access to Maple for primary care, and a package of therapy consultations.
- **Paid Health Days:** In addition to paid vacation, you'll receive 10 Paid Health Days for you to use when you're suddenly feeling sick and unable to work, whether it's a physical or mental health condition, to attend healthcare appointments and procedures, or if you need to support a loved one with their healthcare needs.
- **Pregnancy and Parental Leave:** We support parents who are welcoming a child into their life in a variety of ways, including a Supplemental Unemployment Benefit based on eligibility.
- **Professional Development Budget:** We encourage all team members to seek opportunities for growth and learning to support professional development. That's why your Branch Out Budget ("BOB") is designed to reimburse you for expenses related to any meaningful professional development opportunities.
- Job type: Full-time
- Hiring manager: Manager, Client Success | Embedded Partnerships
- Location: Hybrid, 225 Richmond St W #201, Toronto, ON M5V 1W2
- Start date: August 2024
- Vacation: 3 weeks

Education & Experience

Must Have

Educational Requirements

Compensation & Other Benefits
