

CAREER OPPORTUNITY

Job Title: Director of Client Success
Reports To: CEO
Location: Corporate Office (Bozeman, MT)

ABOUT CROSSTX

CrossTx is a premium cloud-based healthcare referral management platform focused on driving world class patient care through innovative technology.

CrossTx's customers range from large Health Systems, HIE's, healthcare providers, payors and community organizations.

POSITION OVERVIEW

As the Director of Client Success for CrossTx, you will be responsible for hiring, training, coaching and leading a team of new Customer Success Managers (CSMs) in a fast-paced and rapidly changing healthcare environment.

- You're a technical professional with a keen eye for business
- You're a strategic thinker with an experienced approach to the customer lifecycle
- You're a self-starter able to work independently to drive client success
- You're an individual who has strong relational skills and a scalable approach to success
- You're excited to join a fast-paced and growing team (that you will help create)

PRIMARY RESPONSIBILITIES

- Act as a proactive leader, owning the customer lifecycle including CrossTx SaaS platform adoption, value realization, retention and user success
- Be a consistent leadership presence in the Corporate Bozeman office, guiding and growing a team of CSMs
- Stay informed of Customer Success industry trends; evaluating and implementing cutting edge success tactics
- Hire, manage, coach, and develop a team of high-performing CSMs
- Interpret data quickly to set individual and team goals to measure success
- Ensure that customers derive maximum, ongoing, value from their investment with CrossTx
- Constantly measure, refine, and invent new methods that create an amazing experience for our customers
- Define large scale implementation strategies region or health system wide
- Possess and continually evolve a deep understanding of how we create value for our customers
- Develop a trusted advisor relationship with key customer stakeholders
- Serve as customer advocate while effectively collaborating with internal, cross-functional teams including product management, sales, and engineering
- Work closely with sales teams to relay expansion and upsell opportunities



317 E. Mendenhall Ste. A | Bozeman, MT 59715

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REQUIRED SKILLS

- B. S. in business, engineering, or related field
- 6+ years of experience in customer success
- Demonstrated success in leading and growing a thriving customer success team
- Willingness to travel up to 50% of the time
- Proven track record of creatively solving company and team challenges
- Strong leadership skills and have built a high-performing team at an early/mid-stage SaaS company
- Demonstrated ability to work independently to learn new skills

IT WOULD BE REALLY COOL IF YOU HAD SOME OF THESE

- Experience working in a startup environment
- Knowledge of the healthcare industry
- Experience working on a sales team

ADDITIONAL DETAILS

- This is a full-time, salaried position. Up to 50% travel may be necessary.
- This position is located at the CrossTx Corporate office in Bozeman, MT, non-Remote.
- Salary is commensurate with your education, experience, and skills.

HOW TO APPLY

Please send resumes and cover letters to:

admin@crosstx.com



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