



Client Success Manager Clinical & Technology Services

Full-Time, In-person
Tallahassee, FL

Summary of Position

The Client Success Manager will be responsible for supporting Artia's customers as they transition from client contract initiation through all steps in setting up services. The individual will take the lead in facilitating and organizing various aspects of the Clinical & Technology Services Team project deliverables including communication, project tracking, and scheduling to ensure the successful completion within established timelines and expectations. Additionally, the Client Success Manager will engage and monitor with clients on a regular basis to ensure satisfaction and promote retention.

Principal Duties & Responsibilities

Client Relationship Management

- Establish and maintain strong relationships with clients
- Act as the main point of contact for clients (prior to permanent client manager assignment)
- Act as a client advocate
- Facilitate smooth transitions across all phases of the client lifecycle
- Ensure client satisfaction and retention

Client Onboarding

- Establish lines of communication with the client after contract execution
- Familiarize clients with Artia resources and monitoring tools
- Assist in the set-up of monitoring accounts for clients
- Assist in developing project plans, timelines, and schedules.
- Collaborate with internal business units and external stakeholders.
- Capture data elements from clients necessary to complete launch services

Documentation

- Maintain project documentation tracker, action items, and status reports.
- Organize and manage project files and records.
- Ensure all project documents are up to date and accessible to Artia business units and Executive Leadership Team.



Risk Management

- Identify potential risks and issues that may impact project success.
- Work with Clinical & Technology and Executive Leadership Team to develop risk mitigation strategies.
- Report and escalate critical issues to Executive Leadership Team.

Quality Assurance

- Support the team in ensuring project deliverables meet quality standards.
- Implement quality control processes and procedures as needed.

Stake Holder Engagement:

- Foster positive relationships with clients.
- Gather feedback and input from clients and collaborate with internal business units to improve product servicing/service offerings.

Closure and Evaluation

- Assist in project closure activities, such as documentation, final reporting, and handoff to permanent Client Manager.
- Conduct post-project evaluations to identify lessons learned and areas for improvement.

Continuous Improvement

- Stay updated on project management best practices and tools.
- Suggest and implement process improvements to enhance project efficiency.

Educational and/or Experience Requirements

- Bachelor's degree in related field
- Experience managing simultaneous projects/clients in complex environments
- Proficient in Microsoft Office
- Knowledge regarding the pharmaceutical industry is preferred but not required
- Medicaid experience preferrable

Commitment to Diversity

Artia Solutions is committed to creating a diverse and inclusive workplace. We encourage candidates from all backgrounds to apply, and we strive to provide a work environment where everyone feels valued and respected.

How to Apply

Please email your resume and cover letter to careers@artiasolutions.com. Be sure to highlight your relevant experience and why you're a great fit for this role. We look forward to reviewing your application!