



CHESS Health is hiring for its Customer Success Team

CHESS Health is a rapidly-growing healthcare software company with a platform, A-CHESS, for relapse prevention among patients getting treatment for substance use disorder (SUD). The platform is comprised of smartphone applications for patients and their caregivers (counselors, recovery coaches, case managers) as well as an analytics and benchmarking engine. A-CHESS customers include residential treatment facilities, outpatient substance abuse treatment clinics, other types of substance abuse treatment providers, and payers.

Currently, CHESS Health is hiring for the following roles:

- Customer Success Manager
- Customer Success Consultant

The responsibility of these roles is to support new and current CHESS Health customers and, importantly, their caregivers and, indirectly, their patients, to succeed in the use of the A-CHESS platform. The platform is comprised of the Connections and Companion apps (Apple iOS and Android-compatible smartphones), the Caregiver Dashboard, and the Enterprise Analytics & Benchmarking engine.

The most important quality of a high-performing Customer Success Team member, at any level, will be their passion for and commitment to supporting our clients to achieve their clinical and operational goals, knowing that the #1 goal for all involved is the successful recovery of patients being treated for substance use disorder (SUD).

If you have a customer-centric drive, an outgoing personality, excellent communication and problem-solving skills, a willingness to travel, and, ideally, healthcare, training, or implementation experience, then please apply to iamallaboutcustomersuccess@chess.health.

Minimum Requirements for Customer Success Consultant and Manager Roles

- Excellent written and verbal communication skills with experience presenting to audiences of 10 or more
- Excellent problem-solving skills
- Quick-learner
- Experience with or comfort with in-person and remote application training
- Willing to travel 30-60% (multi-day trips usually twice a month) within United States
- Work successfully in a matrix environment with project team members from potentially multiple different organizations

- Able to simultaneously balance supporting multiple projects/customers at varying stages in their customer lifecycle
- Willingness to be a team player in supporting colleagues, sharing best practices, and contributing ideas to make colleagues, CHES Health, and its customers more successful
- Experience with Microsoft Office applications
- Bachelor of Science/Bachelor of Arts degree
- Experience with substance abuse treatment, substance abuse counseling, social work, healthcare, and/or healthcare information technology, is preferred

Requirements and Expectations for Customer Success Manager

- All of the requirements of the Customer Success Consultant (Customer Success Managers are both do'ers and managers – everyone on the team is hands-on in helping our customers and their patients be successful with the CHES Health technology)
- Multiple years of project management experience, ideally related to technology implementation and/or process improvement
- Experience in meeting with and presenting to client executives
- Able to simultaneously manage multiple customer implementation projects
- Able to inspire, direct, & manage the work of CHES Health Customer Success Consultants
- Able to inspire, direct, & manage the work of customer project team participants
- Demonstrated experience at facilitating technology-enabled change management, defined as getting individuals and organizations to adopt technology (not just implement technology, but *really* adopt, successfully) for the purpose of changing their work processes, ideally in a healthcare setting

Currently, the Customer Success Manager and Customer Success Consultant roles report to the VP, Customer Success.