

# Client Success Associate

Indianapolis, Indiana



Diagnotes, based in Indianapolis, is a powerful, enterprise-grade clinical communication and collaboration platform. Using concepts familiar to all mobile device users, it is fast to implement and highly intuitive to adopt and the platform can integrate with any EHR system. Health systems, hospitals, long-term care facilities, home health workers and other healthcare organizations use Diagnotes to automate essential clinical workflows, share clinical patient data, view schedules, save summaries of discussions and more. Physicians, nurses and non-clinical staff can communicate with each other, as well as with patients and caregivers, on a single platform. Diagnotes is hosted in the AWS cloud and is FHIR-enabled, allowing for easy integration with other applications and software platforms.

## Position Summary

Diagnotes is seeking a passionate, highly motivated, results-oriented Associate to join its growing Client Success team. The associate will have an opportunity to work with the Director of Client Success on projects with hospitals, health systems and medical practices to plan and execute the deployment, utilization and expansion of cutting-edge communication technology in a challenging healthcare environment.

The associate will support the missions of assisting outcomes for existing Diagnotes clients toward optimal, full-scale implementation and utilization of the platform, ensuring successful results both for clients and for Diagnotes. Ideal candidates will demonstrate an aptitude for technology and attitude of priority on effective communications, most desirable within the healthcare industry and should be comfortable using common modern consumer communication technologies (e.g., smartphones).

## Primary Responsibilities

- Help team drive adoption and client satisfaction through support, training, and other client portal activities
- Support the Director of Client Success in implementation of strategic Client Success goals
- Help in expanding relationships with assigned clients, as needed
- Ensure at all times both internal and external clients feel that they are met with a culture of support
- Assist in the support of help triage and manage incoming support cases relating to tech support, training and development request of client portal and case management systems
- Communicate regularly, responsively and proactively with Director of Client Success regarding any needs of client account representatives
- Help gather data for monthly reports that help align client-specific metrics
- Participate in and value continuous improvement initiatives and see client changes needed as a benefit
- Contribute to Voice of the Client initiatives such as client surveys, focus groups, feedback assessments, etc.
- Documentation of client communication and accomplishments in CRM and task management systems
- Contributions to training platforms such as PPT, Handouts, SCORM Compliant software for client training LMS and others

## Qualifications

- At least 2 years of experience working in operations or staff position (IT, project management, teaching, training, etc.), preferably with a clinical focus
- Experience with the end-user role of software (preferred examples include EMRs, image capture, LMS, nurse call systems)
- Comfortable with both demoing and providing training of clinical software
- Proficiency in either Google or Microsoft platforms spreadsheet, word processing software
- Splitting your days between working in the office and clients' sites; ability to travel (primarily locally estimated at under 35-40% of the time)
- Ability to read the needs of others and respond with respect and promptness with clients, leadership and peers; demonstrating strong self-awareness
- Maintain balance of professional conduct along with engagement to build trust
- Aptitude for U.S. healthcare system, clinical terminology/workflows, communication challenges and/or technology deployment
- Ability to learn and assimilate technical information quickly in a fast-changing environment
- High energy and highly organized, able to consistently work in multiple projects simultaneously
- Must exhibit a high level of curiosity, be a good listener, a helper at heart, and excited to solve healthcare communication challenges with Diagnotes
- Adaptable to new initiatives - promoter of client needs
- Ability to pass background, health and drug test as required for client credentialing

## Culture and Work Environment

- We're a startup... lean, fast, casual, ego-free, hard-working team
- Most of us work in the office most of the time; and we also work off-site "to get some work done"
- No specific limit on PTO; we're all encouraged to take at least three weeks each year
- Opportunity for equity participation
- Competitive benefits offerings, such as medical, dental, 401K
- A healthy supply of (free) snacks, drinks, and good fresh-ground coffee
- Direct exposure to the local startup community, and to seasoned startup mentors
- The chance to make a huge impact in a short amount of time

## Submit Resume To

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Director Client Success  
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*Diagnotes is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, age, disability or veteran status.*