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Client Success Specialist

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. Health systems, hospitals, and other healthcare organizations use Diagnotes to automate essential clinical workflows, share clinical patient data, view on-call schedules, share photos and attachments and more. Physicians, nurses and staff can communicate with each other via text, voice and video, as well as with patients and caregivers, on a single platform. Diagnotes' HIPAA-compliant platform is AWS cloud-hosted, allowing for easy integration with other applications and software platforms.

Position Summary

Diagnotes is seeking a passionate, highly motivated, results-oriented Specialist to join its growing Client Success team. The Specialist will have an opportunity to work with the Manager 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 Specialist will support and guide existing Diagnotes clients to achieve full-scale implementation and utilization of the platform. Ideal candidates will demonstrate an aptitude for technology, including common, modern consumer technologies (e.g., smartphones) and have effective communication skills. The successful candidate will feel comfortable presenting and training in front of an audience, online via webinar, or one-on-one with end users. Healthcare industry experience is desired, but not required.

Primary Responsibilities

- Help team drive adoption and client satisfaction through support, training, and other client-focused activities
- Support the Manager of Client Success in implementation of strategic Client Success goals
- Deliver exceptional, passionate, and patient training to end users
- Use emotional intelligence to understand and assist each client at their level of comfort with technology
- Help in expanding relationships with assigned clients
- Assist with incoming support cases, including tech support, training and feature requests from Diagnotes' client portal and case management systems
- Communicate regularly, responsively and proactively with Manager of Client Success regarding any needs of client account representatives
- Contribute to Voice of the Client initiatives such as client surveys, focus groups, feedback assessments, etc.
- Document client communication and accomplishments in CRM and task management systems

- Help develop training materials, such as PPT presentations, handouts, SCORM-compliant videos and presentations, etc.

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 software end-users (preferred examples include EHRs, image capture systems, LMS, nurse call systems)
- Comfortable with and capable of both demoing and providing training of clinical software
- Proficiency in either Google or Microsoft platforms' spreadsheet, word processing software
- Ability to travel (primarily locally, estimated at under 35-40% of the time)
- Ability to understand the needs of others and respond with respect and promptness to clients, leadership and peers
- Aptitude for understanding and speaking to U.S. healthcare system, clinical terminology/workflows, communication challenges and/or technology deployment
- Ability to learn and assimilate information quickly, in a fast-changing environment
- High energy and highly organized, able to consistently work on 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 Diagnostics
- Must pass background check and drug screening, 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; 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

Morgan Middleton
Operations Manager
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Diagnostics 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.