



Wildflower Health

Wildflower connects women and families to better care by breaking down silos among providers, payers, and best-in-class partners. We deliver personalized education and calls-to-action that simplify the healthcare journey for families with a combination of human touch and digital tools that fuel the transition from fee-for-service to value-based care models.

Empowering women. Collapsing silos. Rewarding value. This is a smarter way to care. www.wildflowerhealth.com.

Wildflower Health provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws. Applicants must be authorized to work lawfully in the United States. Wildflower Health is not able to sponsor applicants for work visas.

About the Role

The Senior Client Solutions Manager role is all about making sure new and existing clients – leading health plans, health systems, provider groups, and employers - get as much value out of our solution as possible.

Our Senior Client Solutions Managers are responsible for developing deep, trusted-advisor relationships as they collaborate with clients across every phase of the client lifecycle from kickoff, through implementation, to launch and beyond, conducting regular reviews and ongoing strategic analysis.

You'll manage a portfolio of assigned clients and serve as their primary day to day contact facilitating discussions across external and internal teams to deliver products that meet/exceed client and end user needs.

You will utilize your strong relationship management skills and ideally prior client-facing healthcare experience to help deploy our value based care solution in the OB-GYN practice setting, partnering with our health advocate team to activate and retain providers on the Wildflower platform. You'll also support current clients as they make the transition to our new value-based care solution.

Key responsibilities will include leading all aspects of our solution implementation

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process, from initial requirements gathering through launch, including configuring our patient-facing mobile application and health advocacy services to meet client goals, and managing the successful integration of the solution into practice workflows through trainings and ongoing education to client stakeholders.

The Senior Client Solutions Manager will report to our Director of Client Solutions. This individual will work closely with other teams at Wildflower, including our Commercial, Content, Product, and Engineering teams to ensure client success.

Key Responsibilities

- Manage the initial implementation process and ongoing updates of our solution for assigned accounts.
- Work closely with clients to gather and document specifications and configuration requirements, create and manage detailed project plans and client documentation to support internal and client-facing communications about requirements and development phases.
- Coordinate across our Product, Content, and Engineering teams, and be responsible for the on-time/in-scope delivery of high-quality products that meet/exceed client expectations.
- Collaborate with our EHR Integration lead to keep timelines on track.
- Create and lead kick-off trainings, in collaboration with Wildflower clinical teams and customer success, that create interest, enthusiasm, and ultimate adoption of the Wildflower solution.
- Iterate on training models with Health Advocacy team to keep Client stakeholders engaged.
- Present data-driven recommendations to value-based-care clients for improving or expanding the use of the Wildflower solution within their practice.
- Develop strong relationships with key client stakeholders to anticipate, assess, and clarify client needs, and support them in achieving strategic goals.
- Partner closely with Commercial team leads to ensure the long-term success of client relationships over time; collaborate with Marketing leads to support successful user outreach and enrollment campaigns
- Solicit and synthesize stakeholder feedback on a regular basis to serve as the voice of the practice within Wildflower; share insightful and actionable



feedback from your client engagement with the Operations and Executive teams.

Ideal Candidate

The ideal candidate has an exceptional track record of managing complex projects to completion, and experience collaborating with diverse stakeholders to ensure project success and client satisfaction.

- 5+ years experience of demonstrated success in a client-facing account management or project/program management role.
- Experience in the B2B or B2B2C healthcare/ health tech space is preferred. Experience with HIPAA-compliant platforms, healthcare data sets, and supporting technical healthcare projects is also preferred.
- Nice to have: Experience working in women's health or with OB-GYN practices, understanding of the complexities/daily dynamics of health care settings (specifically in OB-GYN), experience with EHR integrations.
- Strong experience in cultivating successful client/partner relationships, managing complex clients with confidence.
- Excellent communication skills and experience with breaking down complex concepts and executing successful trainings for specific audiences.
- Teacher/learner orientation
- Passionate about helping make our client's lives easier and by extension help patients receive better care.
- Detail-oriented and committed to keeping projects on schedule. Ability to quickly assemble and effectively present detailed Excel spreadsheets, PowerPoint decks, and written reports.
- High levels of initiative and a willingness to jump in at many levels to analyze challenges and partner with others to solve issues.
- Ability to employ diplomacy skills to maintain strong client relationships while balancing internal organizational priorities.
- Passionate about supporting products and programs that improve health outcomes
- BS / BA required; advanced degree preferred.
- Willing to travel for in-person client meetings (up to 10-15%), as needed when appropriate.

Location

This is a remote position.

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How to Apply

To be considered, please email your resume, cover letter, and salary requirements to jobs@wildflowerhealth.com.