



Client Services Manager Wildflower Health

About Wildflower Health

Wildflower Health produces mobile health programs that help families better connect to healthcare and help healthcare enterprises influence and support healthy consumer behaviors across a lifetime of health decisions. The company's mobile applications target women and their families to drive prevention, risk identification and connections to care right on the smartphone. The company's products support families during every life stage, from preconception and pregnancy, through pediatrics and adult health. Wildflower Health's software is highly configurable for health enterprise clients to reflect their health services and benefits, creating a highly personalized experience for application users. The company's applications are offered to consumers worldwide by leading health plans, hospitals and health systems, and employers.

About the Role

The Client Services Manager is a member of our Client Services team, and is responsible for leading implementations and ongoing updates of our enterprise mobile applications with a portfolio of assigned clients. Key responsibilities include overseeing all aspects of our product implementation process and regular update cycle with individual clients, from initial requirements gathering through user acceptance testing, product launch, and ongoing analysis of user engagement metrics. Client Services Managers serve as the primary day-to-day contact to Wildflower Health clients, facilitating discussions across external and internal teams to deliver products that meet/exceed client and end user needs. This individual will manage project timelines, ensure the on-time/in-scope delivery of product(s) to clients, and collaborate closely with external and internal teams evaluate and enhance product impact over time.

The Client Services Manager will report to our Director of Client Services. This individual will work closely with other teams at Wildflower, including our Commercial, Product, and Engineering teams. This is a fantastic opportunity for a detail-oriented individual who enjoys working in a growing company, is passionate about improving health outcomes, and is committed to creating exceptional experiences for clients.

Key Responsibilities

- Manage the implementation process of our mobile applications. Work closely with clients to gather app specifications and requirements, 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.

- Create and manage detailed project plans and client documentation to support internal and client-facing communications about app requirements and development phases.
- 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
- Identify key performance indicators to evaluate product usage and impact over time; collaborate closely with external and internal teams to analyze findings and identify areas for ongoing product improvement

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. We are looking for individuals with the following characteristics:

- Strong experience in project management and cultivating successful client/partner relationships
- Excellent verbal and written communication skills. Ability to explain complex concepts/tasks in ways that engage diverse stakeholders and achieve results.
- 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.
- Excellent negotiation skills, and the ability to tactfully employ them to cultivate and maintain strong client relationships while balancing internal organizational priorities.
- Passionate about supporting products and programs that improve women's and family health outcomes
- Experience in healthcare consulting or the B2B or B2B2C healthcare space is preferred; experience with HIPAA-compliant platforms, healthcare data sets, and supporting technical healthcare projects is a plus.
- BS / BA required; advanced degree preferred.
- Willing to travel up to 10-15% travel, as needed.

Location: San Francisco, CA

How to Apply

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