



Director, Customer Success

About Our High Growth Purpose-Driven Company:

Podimetrics is a care management company with the leading solution to detect and prevent diabetic foot ulcers (DFU), one of the most debilitating and costly complications of diabetes. We are expanding our dynamic team to deliver on our mission to detect and prevent DFU and realize our vision of everyone on their own two feet, allowing patients with diabetes to lead independent and fulfilling lives.

About this Mission-Critical Role:

The Director of Enterprise Customer Success will be responsible for leading Podimetrics' business relationships with multi-billion-dollar Commercial Health Plan and Integrated Hospital System clients, serving their members and patients and ensuring meaningful reductions in medical costs and improvements in health outcomes.

This leader will be the face of Podimetrics to our Enterprise Customers. Reporting directly to the VP of Enterprise Health Services, this leader will serve our clients working with a cross-functional Podimetrics team to ensure flawless solution implementation, superior account management and execution of strategies to strengthen and grow our client relationships.

Core Responsibilities to Deliver Impact:

1. Develop and execute an implementation playbook, leading and project managing a cross-functional team, to successfully onboard new enterprise clients including health plans and integrated provider clients
2. Strategically manage Enterprise accounts as a trusted advisor to our clients, driving retention and expansion, including setting up standard cadence to review product performance and operations and collaborating with clients on opportunities for further expansion and impact
3. With partnership from team members, monitor and manage client profitability
4. Synthesize client feedback as "Voice of the Customer" input to and work with internal Technology and Clinical teams inform our future product roadmap
5. Develop and monitor quality metrics to ensure outstanding service and customer support

Able to travel domestically approximately 15-25%.

Critical Competencies for Success:

- **Expertise and Experience** – minimum 5 years in managing enterprise healthcare client relationships with Health Plans, Hospital Systems or equivalent complex B2B customers
- **Highly detail-oriented, organized and accountable**, following through on commitments with persistence, tenacity and resourcefulness



PODIMETRICS

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- **Flexibility and Adaptability**, adjusting quickly to changing priorities and conditions. Brings creativity and problem-solving ability to address any challenging situation.
- **Excellent communication and executive presence**, exhibiting strong relationship-building and enthusiasm and passion with team and customers
- **Team-oriented and confident leading cross-functional teams**, demonstrating respect for colleagues, elevating team above individual work and celebrating wins.
- **Absolute Integrity in business dealings**, ensuring that ethical corners are never cut. Earns trust and maintains confidences and does what is right, not just what is expedient.

Benefits

- Flexible Personal Time Off
- 16 weeks of paid parental leave
- Competitive Medical, Dental and Vision plans – Podimetrics covers 80% of premiums
- Health Savings Account
- Pre-Tax commuter benefits
- Employee Assistance Program - Free confidential advice for team members who need help with stress, anxiety, financial planning, and legal issues
- 401k
- Adoption Assistance
- Life Insurance - Podimetrics pays 100% of the cost of Basic Life & Personal Accident Insurance
- Disability insurance – Podimetrics pays 100% of the cost of Short Term and Long Term Disability Insurance

Podimetrics is an equal opportunity employer. We strive for diversity and are committed to creating an inclusive environment for all employees. Podimetrics does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status, or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business.