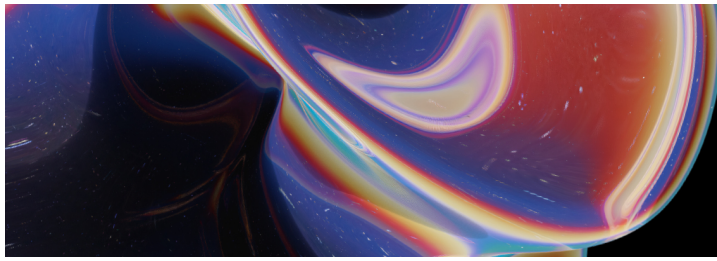


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SHOW UP. SHAPE THE FUTURE.

Customer Success Manager

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- 📍 USA, NJ, Florham Park
- 📍 USA, IL, Chicago
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It's not every day we have a chance to make the world a healthier place—but here, it's our way of life. Idealistic? Maybe. Deeply pragmatic? Always. Real Chemistry is a global health innovation company that has carved out its space at the intersection between healthcare, marketing and communications, tech, and the people at the heart of it all. It's with a great sense of purpose that we work together with brave health and wellness companies to create and inspire healthier, happier, and longer lives. It's our passion. And if you're still reading, we're guessing it might be yours too. We are looking to add to our alchemic mix of more than 2,000 talented pro

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About Us

REAL CHEMISTRY

Real Chemistry is a global health innovation company with an alchemic mix of 1,800 people and hundreds of clients and partners working from bench to bedside, making the world a healthier place. Purpose-built by Jim Weiss to address modern healthcare challenges, Real Chemistry is the culmination of 20 years of intentional, fiercely independent, sustained growth. With offices across the United States and Europe, Real Chemistry believes that the way to real, transformative change is through the uncommon combina-

We are adding an exciting new role to our team and seeking a **Customer Success Manager** to focus on our Symplur business. As a Customer Success Manager, you will work closely with customers to understand their business goals and objectives and advise them on the optimal ways to achieve them.

About Symplur

Symplur, part of Real Chemistry (www.symplur.com), is a cloud-based system of insight that transforms social footprint and digital body language into actionable intelligence for the healthcare and life sciences industry. By uncovering the most influential voices in every therapeutic area and combining them with professional and real world data, we provide a better way to turn conversations into meaningful content to engage patient communities, health care providers and opinion influencers. Our SaaS platform leverages a pre-built taxonomy of 35,000 healthcare topics, billions of tweets and millions of scored key opinion leaders, making us the leading authority in digital intelligence for healthcare. There's a simpler way to connect healthcare data. And we'll show you how.

Who You Are

You are curious, creative, energetic, self-driven, and a passionate advocate for your customers. You understand the customer, their use cases and know how to be a trusted advisor so your customers can thrive. The successful candidate will demonstrate a deep and thorough knowledge of their customers and our products, self-managing their time and assuring focus is always given to the areas of greatest need and influence in order to drive engagement and adoption through all stages of the customer life cycle.

All employees are currently working remote; once our offices re-open, this position can be in one of our offices, including New York City, Boston, Chicago, Austin, Philadelphia, San Francisco, Florham Park, NJ or can be fully remote.

Responsibilities

- Proactively foster and manage the success of a portfolio of assigned customers
- Support customers through the Symplur Customer Journey: from onboarding through adoption, renewal, and growth to drive long-term success and value
- Become each customer's trusted advisor; identify and

nology products include Swoop, IPM.ai and the Symplur Suite of social listening, analytics and engagement tools, all housed within Real Chemistry Health Technologies. Tools focused on clinical trial engagement live within Hū, and expert service brands include W20 (integrated communications), 21-GRAMS (advertising and medical), Discern (value-based care consulting), and starpower (influencer and entertainment marketing). Integrated intelligence, media and marketing are all within Real Chemistry's Integrated Marketing and Intelligence Services (IMIS).

tomers to address their needs; drive adoption of Symplur's product features with a focus on delivering customer value and achieving the customer's business outcomes

- Intake customer service requests, product inquiries and system errors; resolve when possible or escalate to the appropriate delivery teams for next level activities
- Proactively leverage customer data to provide clear, informative and relevant information to drive engagement, satisfaction, and retention
- Remain up to date on Symplur's product features and recommend features and use cases that may enhance customers' experience with Symplur products and services
- Monitor customers' usage, health metrics and KPIs to create and maintain Customer Success Plans as well as building and conducting Quarterly Business Reviews
- Identify key customer needs as well as renewal and expansion opportunities, translate them to internal tasks, and execute
- Participate in efforts to drive process improvement and support continuous learning
- Develop strong relationships and collaborate with your team of Customer Success Managers, Account Executives, Sales Executives and the Head of Customer Success to ensure customers have an optimal experience and achieve their desired outcomes
- Proactively identify and escalate at-risk customers and ensure internal visibility to CS leadership by providing regular updates, status and next steps on a regular cadence

Qualifications and Experience

- 3+ years of Customer Success Management/Account Management experience in a healthcare or research setting, previous SaaS experience strongly preferred
- Data-driven thinker with experience analyzing and synthesizing information and then leveraging that insight to drive customer engagement, actions, and improvements

it judiciously & empathetically to motivate positive outcomes

- Strong executive presence to communicate effectively with a wide range of internal and customer stakeholders through clear, informed, and relevant communications
- Proven success across project management, process improvement, and service excellence
- Exceptional troubleshooting and problem-solving skills, including a proven history of rapidly learning complex processes and technologies
- Outstanding time management skills, including the ability to manage multiple projects simultaneously, prioritize effectively, and meet deadlines
- Excellent meeting management and facilitation skills, including the ability to speak with authority and lead meetings to favorable results
- Prior start-up experience helpful: enthusiasm and ability to excel independently in a fast-paced, evolving, and ambiguous environment with a “get it done” attitude
- High degree of proficiency in CRM and modern SaaS CS tools

Real Chemistry is currently operating with a **flexible, hybrid approach** and giving our teams the ability to operate in the way that works best for them – at home, in office or a mix. * We trust our people to decide what works best for them, working together with their teams and leaders to support our customers and make the world a healthier place. This policy will continue to be evaluated and may change in the future as we seek to ensure our people stay inspired, engaged, and motivated to do their best work.

**All employees who work in a Real Chemistry office, travel for business, or attend a Real Chemistry sponsored event must be fully vaccinated against COVID-19. Employees who qualify for a religious or medical exemption to receiving a COVID-19 vaccine are advised to work with our People team for accommodation.*

Real Chemistry offers a comprehensive benefit program and perks, including flexible PTO, expanded paid leave for new parents including Your 4th Trimester ® , a program that helps new parents transition back to work, and a five-week sabbatical program. Other perks include Income Protection, Retirement plans/401(k) match, and

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ployer. As such, we seek motivated and qualified applicants without regard to race, color, religion, sex (including pregnancy), sexual orientation, gender identity/expression, ethnic or national origin, age, physical or mental disability, genetic information, marital information, or any other characteristic protected by federal, state, or local employment discrimination laws where Real Chemistry operates. We strive to employ, motivate, advance and reasonably accommodate any qualified employees and applicants. We believe diversity of persons and ideas forms the most comprehensive, forward-looking company.

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