Datos Health

Location: Tel-Aviv, Israel

Datos Health is growing and looking to add a Customer Success Manager to our team!

About Datos Health:
Datos Health offers a fully automated remote care platform designed to directly connect patients with medical sources of care from the comfort of their own homes, for improved quality of life. The platform makes it possible to safely monitor, detect, analyze and predict adverse events or other changes in patient conditions – enabling care teams to communicate and intervene in real-time and to successfully manage even the most complex medical treatment protocols.

Our full-stack remote patient monitoring solution is both device-agnostic and disease-agnostic and seamlessly equips care teams with the data and tools required to manage even their most complex and chronically ill patients.

What we are looking for
We're looking for a tenacious, tech-savy team member who is passionate about our customers and able to manage multiple clients at various stages of their journey with Datos Health. Your first priority will be to help our customers maximize the value of the Datos Health solution rapidly and focus on building relationships with them.

Requirements:

• Establish a trusted advisor relationship, handling overall responsibility for managing the customer relationship from end-to-end once the sale is made

• Proactively engage each account to ensure that every Datos functionality and offering is used, maximizing the value of each Datos subscription

• Look for opportunities for cross-selling and up-selling within accounts

• Update customers about how the Datos Product roadmap will continue to address their business challenges and needs

• Monitor customer product usage trends and demands and provide recommendations to the product team

Qualifications:
• 1-2 years of healthcare experience in customer success, account manager or sales engineer role
• Ability to communicate internally and externally with a broad set of technical/non-technical stakeholders
• Ability to build strong and immediate relationships, comfortable interacting with C suite
• Strong analytical, planning and execution skills

Preferred Qualifications:

• Education in the areas of Medical/Clinical /Engineering/Bioinformatics /Medical Informatics

• Experience with interoperability and integration into electronic medical records

• Previous experience with a healthcare organization

• Flexible, someone that thrives in a team-oriented environment

• Experience with Jira

To apply for this opportunity, please send your CV and a cover letter to careers@datos-health.com. The subject line should include the job title and your name.