



Customer Success – Healthcare AI Agent Startup

Manager or Director (*depending on experience level*)

Birmingham, AL (*In-person*)

Job Description:

Join a fast-paced, mission-driven team dedicated to transforming healthcare access through cutting-edge Artificial Intelligence (“AI”) solutions. Transform9 (“T9”) is seeking to hire a Customer Success Manager or Director who will play a pivotal role in managing the relationship between T9 and its physician practice clients by leading the implementation process and overseeing communication with the client for the life of the account. As a rapidly growing startup, we will offer you the opportunity to help shape the future of AI in healthcare while advancing your career in a collaborative environment.

Responsibilities:

- Manage implementation projects for new clients from kickoff to go-live
- Lead monthly or quarterly meetings with clients to review their AI Agent’s productivity and collaborate with the practice on new and upcoming products
- Respond timely and professionally to inbound support requests from clients to update rules, configurations, or features of their AI Agent
- Collaborate with the sales, development, and IT security teams to ensure smooth implementations and proper resolutions to support requests
- Manage retention / renewals of existing client practices, including potentially traveling to clients for annual in-person visits and facilitating year-end client gifts
- Seek opportunities to upsell additional services
- Drive improvements in T9’s account management and implementation processes, including adoption of AI workflow technologies

Qualifications & Skills:

- Bachelor’s degree in a related field
- 4+ years of experience in customer success, account management, implementation, project management, or sales
- Healthcare or software experience
- Desire to work in a fast-paced, competitive start-up environment
- Excellent organizational skills with attention to detail
- Strong analytical and problem-solving abilities
- Exceptional communication and interpersonal skills
- Ability to manage multiple projects simultaneously
- Proficient in Microsoft Office / Google Suite, CRM platforms (e.g. HubSpot), and project management tools (e.g. Smartsheet)

Compensation & Benefits:

- Competitive cash compensation
- Performance-based bonuses and commission
- Medical, dental, and vision insurance
- Paid time off (PTO)
- Opportunity to build / lead customer success team
- Collaborative office environment



Interview Process:

- Submit Resume / CV and Cover Letter to careers@transform9.com
- 15-Minute Phone Introduction to Company and Position
- Initial Interview with Take-Home Case Study
- Reference Checks and Candidate Assessments
- Final Interview with Case Study Review