

LifeSpeak Inc.



Client Success Manager

Status: Full-Time

Start Date: April 2025

Location: Remote US/Canada

LifeSpeak Company Overview:

At LifeSpeak Inc., we believe that wellbeing can't wait. LifeSpeak Inc. is the leading provider of mental, physical, and family wellbeing solutions for employers, health plans, and other organizations. With a suite of digital solutions, LifeSpeak enables organizations to deliver best-in-class content and human expertise at scale, catering to employees throughout their wellbeing journeys. The LifeSpeak Inc. portfolio of solutions spans every pillar of wellbeing, including LifeSpeak *Mental Health & Resilience*, Wellbeats *Wellness*, Torchlight *Parenting & Caregiving*, ALAViDA *Substance Use*, and LIFT session *Fitness*. Collectively, LifeSpeak Inc. has more than 30 years of experience working with Fortune 500 companies, government agencies, insurance providers, unions, and other organizations across the globe. Insights from LifeSpeak Inc.'s digital and data-driven solutions empower organizations and individuals to take impactful action to address gaps in wellbeing, ultimately enhancing workplace performance outcomes.

Our Values:

- **Growth-minded:** We are always striving to improve, unafraid to learn, adapt, and evolve to become better every day
- **Engaging:** We engage our clients with exceptional customer service and members with high-quality solutions built on the trusted expertise of leading professionals
- **Achievement-driven:** With relentless focus, we hustle to hit ambitious goals while holding ourselves accountable every step of the way
- **Courageous:** We make bold decisions, even when they're difficult, staying true to our commitment to progress and impactful outcomes
- **Solution-oriented:** We embrace challenges as opportunities to create meaningful solutions, ensuring we approach every problem with clarity and determination
- **Systematic:** We trust processes and best practices as the foundation for success, while continuously refining them to foster growth and innovation

Job Description: The Client Success Manager is responsible for understanding the client's desired outcomes, driving product adoption and utilization, building and maintaining strong client relationships, maximizing a client's return on investment, and ultimately delivering retention and expansion of existing clients. This is a remote position with occasional travel required to our US and Canadian Headquarters in Minneapolis and Toronto. Additional travel may be required for specific events.

Primary Responsibilities:

Client Relationship Management

- Understand clients' business objectives, challenges, and key performance indicators (KPIs), and collaborate with internal teams to develop strategies to meet and exceed their goals
- Develop and maintain strong relationships with key client stakeholders at multiple levels, driving ROI, growth, retention, and high client satisfaction
- Navigate client's organization to deepen strong relationships with key decision makers and to strengthen understanding of business needs/drivers
- Draft and deliver Quarterly and Annual Business Reviews to highlight client outcomes, share LifeSpeak vision/roadmap, gather feedback, and strategize for upcoming quarters

Onboarding and Training

- Be an expert in our products, advising clients on best practices and how to achieve desired outcomes
- Once implementation is complete, guide new clients through the onboarding process, minimizing time to value
- Deliver both admin and member training, ensuring they understand our products and how to use them effectively
- Promote best practices and ensure clients are using all available features
- When client contacts change, engage new stakeholders

Strategic Engagement & Growth

- Drive adoption and utilization of our products or services within client organizations
- Monitor and analyze client performance metrics, including usage data, churn prediction scores (coming soon), and revenue growth, and take proactive steps to address any issues or opportunities for improvement
- Proactively review client accounts for up-sell or cross-sell opportunities, and then work with the team to close the opportunities

- Implement strategies to retain clients and prevent churn, proactively addressing any issues that may lead to dissatisfaction or prevent client from achieving wellness goals
- Strategize and implement best communications practices for each account
- Playing an integral client-facing role in renewing client accounts when their contracts are coming to their end dates

Collaboration

- Collaborate effectively with internal teams, including sales, marketing, product, content and client operations, to deliver a seamless client experience and drive client success
- Collaborate with the product development and marketing teams to gather client feedback and insights, and contribute to the development of new features, products, or campaigns
- Serve as an advocate for clients within the organization, championing their needs and priorities and ensuring they are addressed in a timely and effective manner
- Foster a culture of client-centricity and continuous improvement within the organization, ensuring that client feedback is valued and acted upon

Requirements:

- Work experience - Candidates must have a minimum of 3 years of client service and engagement experience ideally with technology solutions in the corporate wellness market
- Personal skills/traits - Must be highly detail and accuracy oriented, strong analytical skills, a problem solver, organized, a good oral and written communicator, passionate about wellness, have a positive attitude and be a self-starter
- Education - 4 year post-secondary degree

Benefits:

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive pay, benefits, unlimited flexible time off, and paid holidays just to name a few. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

At LifeSpeak, our goal is to be a diverse and inclusive workplace that is representative, at all job levels, of the clients we serve. We're proud to be an inclusive company and an Equal Opportunity Employer and we prohibit discrimination and harassment of any kind. We believe that diversity and inclusion among our teammates is critical to our success as a company, and we seek to recruit, develop, and retain the most talented people from a diverse

candidate pool. If you're thinking about joining our team, we expect that you would agree!

If you need assistance or accommodation due to a disability, please email us at hr@lifespeak.com and we'll be happy to assist you.