



At Luminare, our mission is to stop the #1 cause of death in hospitals and help reopen America during the COVID-19 pandemic through our two-flagship products **Sagitta** and **Quickscreen**.

We accelerate hospital workflow through prediction of severe sepsis through our highly specialized, patented process and software —**Sagitta**. Luminare thereby ensures better patient outcomes for everyone who walks through the door at a healthcare facility. Sagitta is used by our partner hospitals to evaluate every patient, every day, for sepsis—the #1 cause of death in U.S. hospitals. Luminare was in the CDC’s “stopping sepsis through early detection” showcase ’20.

We also ensure the safety of companies and organizations by providing them with the Country’s first COVID-19 Self Certification System – **Quickscreen**. Luminare is able to help businesses and organizations reopen safely by screening their members before entering their facilities.

Quickscreen is used by multiple organizations in different industries and is currently helping to ensure the safety and health of its members during this pandemic. Quickscreen was in the CDC’s “Taking America Back to Work” showcase ’20.

Our **Innoculate** product (Innovation + Inoculation) is launching the COVID-19 vaccine! We have launched mega centers and are rocking and rolling.

We are looking for a **Customer Success Associate** to join our award-winning team in the Quickscreen department.

The Customer Success Associate role is an intersectional role between Marketing, Sales, and Product Development. The Customer Success Associate works by being an expert on how to use our product, ensure customer and product satisfaction, and how best to keep them engaged.

You represent the voice of the customer to the company and the voice of the company to our customers.

We are currently a remote team and will continue to do so for some time. You will need to be well versed with communicating using online tools such as Zoom and Microsoft Teams.

The details:

Job Title: Customer Success Associate

Location: Houston, TX / Remote

Department: Customer Success

Reports to: Customer Success Specialist

Compensation & benefits: Salary commensurate with experience. Health, vision and dental benefits, team lunches, unlimited virtual high-fives, and making a difference in the lives of others. Luminare is an Equal Opportunity Employer. You will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, protected veteran status, or disability status.

Key responsibilities & duties:

- | Onboard our customers for Innoculate
- | Take phone calls and reply to emails from customers throughout the onboarding process and support as needed
- | Effectively understand and communicate customer needs to the rest of the team
- | Refine customer support plan and be available as needed for technical support
- | Review existing customer support infrastructure and contribute towards execution and improvement of strategic plan to improve customer satisfaction
- | Assist, and if required, lead internal sales turnover process when the sales team closes a contract with implementation team
- | Establish working relationships with multiple members within an organization while serving as the main point of contact within Luminare
- | Constantly following up with customers to ensure customer satisfaction and obtain user feedback
- | Liaise with Marketing and Sales to develop customer narratives and document success stories
- | Work closely with Marketing team to capture customer satisfaction stories and creation of customer snapshots to be distributed in Newsletter and Blog
- | Contribute to development and distribution of customer satisfaction surveys for key metrics like NPS, CSAT, and CES
- | Salesforce/HubSpot experience a plus!

This job might be for you if:

- | Driven to help the world during the current pandemic.
- | You communicate clearly and have been told by others that you communicate well.
- | You can explain a complex topic to just about anyone in a multitude of ways.
- | You are curious. You seek to understand, you ask questions, and want to learn.
- | You think everyone has a story that is worth hearing and are empathetic to their journey.
- | You are open-minded and aren't set in a single way of getting things done.
- | You are driven and motivated by our mission to make a difference in the lives of others.
- | You have experience in a Customer Success or Relationship Management role.
(healthcare experience not required)
- | You are able to find resolutions and easily adjust to change when issues arise.

Want to apply?

Please send your C/V to join@luminaremed.com