

Client Relationship Manager

Mirixa, a growing healthcare technology company, is seeking a Client Relationship Manager. The successful candidate will have strong business analysis, client relationship, and project management experience in the delivery of business applications to the healthcare market. The candidate will work closely with internal sales, clinical (pharmacy), healthcare industry clients, and technical resources to plan and implement patient care programs utilizing a leading pharmacy-based patient care delivery application.

The Client Relationship Manager is responsible for the planning and delivery of Mirixa's suite of products and services. This individual will have direct responsibility for the day-to-day activities required to deliver and maintain client programs, including gathering and prioritizing requirements, defining customer-centric solutions based on market and specific client need, and working closely across multiple functions of Mirixa to ensure that defined solutions are executed on time while meeting revenue and customer satisfaction goals.

Key Responsibilities:

- Day-to-day management of sponsor client relationships, serving as the Mirixa single point of accountability and ensuring responses to all day-to-day client needs (e.g., program development and implementation, reporting, financial)
- Coordinating internal Mirixa communications of program sponsor client needs related to program implementation
- Executing Client Statement of Work and/or Change Request Deliverables
- Delivery of internally driven product enhancements/changes
- While acting as an advocate for the customer, definition of business solutions that meet client requirements and are within Mirixa's strategic product and revenue objectives
- Ongoing Software Product Life Cycle Process improvement
- Elicitation and documentation of customer requirements and specifications
- Translation of customer requirements into actionable technical and/or operational requirements
- Project management of client and product implementation activities
- Facilitating communication, collaboration, and building strong relationships across the Mirixa organization as well as with external client business and project teams
- Other duties as assigned

Education: Bachelor's degree

Experience: Minimum of 3 years of client relationship/account management experience required; experience working with software development and QA teams is essential; experience eliciting, writing, and managing requirements; experience working at or with a health plan, PBM, or similar is highly desirable; experience working with data and data design preferred

Skills:

- Strong written and verbal communications skills
- Excellent attention to detail
- Demonstrated ability to work with all levels of management and across multiple functional areas
- Demonstrated analytical, organizational, and project management skills
- Ability to lead projects with minimal supervision
- Demonstrated proficiency with Microsoft Office (Word, Excel, Access, and Outlook)
- Strong ability to multitask, set priorities, and meet strict deadlines
- Familiarity with SDLC is very important (Waterfall, Agile, or iterative)
- Familiarity with html desirable
- Ability to be personable and approachable

Mirixa is located within walking distance of the Wiehle-Reston East Metro station and offers a competitive benefits package including health, dental, and vision insurance; company 401(k) match; vacation, sick, and personal leave; and paid holidays.

Mirixa is an equal opportunity employer. Applicants should be cleared to work in the United States. Relocation assistance is not available at this time.