

@ncilla partners, inc.

Client Success Associate

Who we are

Ancilla Partners is a web development firm with a focus on applications and software solutions for the healthcare industry. Our clients are some of the healthcare quality improvement leaders in the country. The data tools and web sites that we build allow them to accomplish their goals.

To learn more, visit our website at www.ancillapartners.com.

Who we're looking for

Ancilla Partners is looking for a candidate that is self-motivated, driven, willing to learn business acumen, and able to work collaboratively with moderate supervision. The ideal candidate will possess strong critical thinking skills and has a passion for health care, doing great work and providing excellent service and support to our clients.

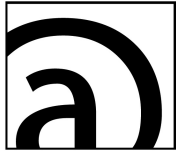
What you'll do

Client Communication Responsibilities

- Interact with clients and the Client Success team members to document and validate requirements, specifications and acceptance criteria that meet client expectations;
- Manage client support requests through timely intake and response to issues reported through our Support tools (i.e. ZenDesk);
- Update Support tools with regular communication to clients, including FAQ's, information about new feature releases and system updates, and generally helpful knowledge regarding the applications;
- Gather data for Reports, Key Performance Indicators and Metrics for client inquiries;
- Assist with end-user training and new project launches;
- Assist with preparation of meeting agendas, documents, presentations, and post-meeting summaries.

Project Responsibilities

- Proactively communicate project status and any changes/updates to project management team and leadership, ensure project management tools are up to date to accurately reflect current project status;
- Identify and escalate issues to management in a timely manner;



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- Execute User testing and end to end issue resolution that meets client expectations;
- Document business processes, best practices, use cases, user stories and acceptance criteria for client projects;
- Work collaboratively with development and project team members in an agile and fast paced environment;
- Perform timely follow-up to ensure all changes and requirements are documented;
- Assist in post-project reviews to enhance project processes;

If you have

- A Bachelor's Degree or relevant experience
- Thoughtful, pragmatic problem-solving and critical thinking skills
- Exceptional verbal/written communication and follow-up skills
- Proficiency with Google G-Suite and Microsoft Office
- An ability to work as part of a team and independently
- An ability to handle change and shifting work priorities, multiple concurrent projects/tasks
- Interest in data collection and analysis
- Interest in problem solving to deliver optimal solutions
- Interest in client relationship or project management experience
- Attention to detail

*Apply today! Please send a cover letter and resume to jobs@ancillapartners.com.
We'd love to hear from you!*

Compensation & Benefits

Salary & Bonus

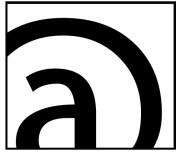
This is a full-time, paid position with salary commensurate on your experience. All employees who had full-time status for 6 months or more in the previous year are eligible for salary increases, to take effect on January 1 of each year. Increases will be based on the results of an annual performance review delivered in December.

Ancilla may provide end-of-year bonuses to employees at the full discretion of Ancilla management. Any bonuses provided will be based on company and individual performance.

Ancilla offers a comprehensive benefits package to Full Time employees.

Office Environment

Ancilla offers a hybrid work arrangement in our new office in the heart of Downtown Milwaukee. The office maintains a fun and productive atmosphere, with a casual dress code.



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Ancilla strives to be an inclusive employer and a great place for all employees to work while maintaining work life balance.

PTO & Holidays

Ancilla offers paid company holidays in addition to 3 weeks of PTO, with an increase to 4 weeks at the start of the 3rd calendar year of employment.