**About Lucira Health**

Lucira Health is a medical technology company focused on the development and commercialization of transformative infectious disease test kits. We have developed a testing platform that produces centralized-laboratory-accurate molecular testing in a single-use and consumer-friendly test kit that is powered by two AA batteries and fits in the palm of a hand. Our LUCIRA Check It (OTC) and LUCIRA COVID-19 All-In-One Test Kit (Rx) are designed to provide a clinically relevant COVID-19 result within 30 minutes from sample collection.

**Location**

San Diego Metropolitan Area

**Summary**

The Customer Success Manager (CSM) is a highly skilled, astute, business minded individual contributor, responsible for monitoring and guiding their assigned Customers throughout the Customer Lifecycle Journey. At each Stage of the Customer Lifecycle Journey the CSM will follow established best practices to engage the Customer, bolster their relationship, and re-enforce the value proposition thereby increasing loyalty and retention—ultimately driving toward advocacy. Significant touchpoints and/or defined triggers/alerts will prompt proactive/predictive action(s) for customer engagement. Throughout this Customer Lifecycle Journey the CSM will seek to uncover expansion opportunities that may benefit the Customer and enhance the value Lucira Health can deliver.

**Responsibilities**

In this role, the Customer Success Manager:

* Own the Customer Experience starting with Onboarding, focusing on customer growth, satisfaction, retention, and expansion opportunities.
* Establish yourself as a trusted advisor to foster long-term partnerships, and secure stakeholder engagement across C-Suite, Sponsor, and primary contact.
* Ensure that all Customers derive maximum value from their investment and trust in Lucira Health, leveraging Customer Success Plans and Quarterly Business Reviews.
* Strategically guide Customers on how our products and partnership can impact their business to secure their top initiatives and targeted business outcomes.
* Monitor account health across book of accounts, and lead project management opportunities that contribute to Customer retention, loyalty and growth.
* Take Customer satisfaction to the next level by acting as your Customers’ internal advocate.
* Garner Customer feedback and internally communicate strategic themes and requests to product management, marketing, sales and other teams.
* Documents Customer interactions in CRM database
* Helps manage customer contacts and customer master data
* Monitors and drives improvements in Customer Satisfaction and Customer Health Scores

**Competencies**

* Natural ability to build strong relationships, maintain a positive attitude and be self-motivated
* Proactive analytic skills and a passion for problem-solving
* Ability to think strategically and use good judgment
* Project Management and Process Improvement skills
* Ability to work independently in a dynamic fast-paced environment
* Possess an energetic, cheerful and friendly demeanor
* High level of integrity and work ethic
* Self-motivated and self-directed
* Able to multitask, prioritize, and manage time efficiently

**Qualifications**

* Bachelor's degree or relevant work experience is required
* Minimum 5 years of experience in account management, sales, marketing, or a senior-level Customer Success role, preferably in the medical device or healthcare industry
* Excellent oral and written communication skills and proficient in creating and delivering effective presentations
* Experience in MS Office Suite required. Working knowledge of NetSuite, Salesforce.com
* Some travel required

**Lucira Health is an equal opportunity employer and is committed to a diverse workforce.** Employment decisions regarding recruitment and selection will be made without discrimination based on race, color, religion, national origin, gender, age, sexual orientation, physical or mental disability, genetic information or characteristic, gender identity and expression, veteran status or any other consideration made unlawful by federal, state or local law.