



Luminare values excellent patient care above all else. We accelerate hospital workflow through prediction of severe sepsis through our highly specialized, patented software - Sagitta. Luminare thereby ensures better patient outcomes for everyone who walks through the door. Sagitta is used by our partner hospitals to evaluate every patient, every shift, for sepsis—the #1 cause of death in US hospitals.

We are looking for a **Customer Success Associate** to join our award-winning team in our Houston, TX headquartered at the TMC Innovation Institute. The Customer Success Associate works in an intersectional role between Marketing, Sales, and Product by being an expert on how customers use our product, how to best keep them engaged, and tell their success stories. You represent the voice of the customer to the company and the voice of the company to our customers.

The details:

Job Title: Customer Success Associate

Location: Houston, TX

Department: Customer Success

Reports to: Customer Success Specialist

Compensation & benefits: Salary commensurate with experience. Health, vision and dental benefits, flexible work schedule, team lunches, unlimited high-fives, making a difference in the lives of others.

Key responsibilities & duties:

- Meet and support sales team in presenting product to hospital customers at end of sales funnel to obtain signed contracts for Luminare's products—Salesforce experience a plus!
- 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 customer sepsis champions, end users, customer IT team and integration partners as main point of contact within Luminare
- Visit customers on site as required to ensure customer satisfaction and obtain user feedback.
- Liaise with Marketing and Sales to develop sales collateral
- 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
- Participation in technical writing (white papers) and peer reviewed journal publications
- Travel is expected when requested for sales events, customer site visits, and conferences

This job might be for you if:

You think about patients dying of sepsis in hospitals and want to be part of the solution to stop sepsis.

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 are a people person – you like people (this does not mean introvert v/s extrovert).

You think everyone has a story that's worth hearing and are empathetic to their journey.

You capture the ideas and thoughts of others and convey your understanding by repeating it back to them.

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.