



## **Job Description: CUSTOMER SUCCESS**

Find something you love and make it your job. Here's an opportunity to blend your love of sports, healthcare, and tech with the potential to change lives.

We are looking for someone with a medical or sports medicine background to join our growing Customer Success team. In this role, you will be a teacher, a coach, a supporting hand, and a champion of concussion management best practices and procedures. You will work directly with medical staff at our partnered teams (e.g. ATs, MDs, Safety Persons) and also interface with team administrators (e.g. Athletic Directors, GMs, Operations) to ensure appropriate and effective use of our software throughout their sports seasons. You will also coach these staff and their stakeholders (e.g. Parents, Coaches, Players) on the importance of proactively improving concussion care.

### **Key Responsibilities:**

- Nurture and serve the relationships we have with our customers (sports teams/leagues) to grow trust and enthusiasm for our product experience.
- Lead new customers through a seamless onboarding experience by training them on how to use our products and ensuring they have the tools and resources they need to succeed.
- Assess customer progress and identify opportunities for further improvements in player safety.
- Connect with customers on a regular basis to help them stay on track (online and by email/phone).
- Act as an expert resource for customers – keep your teams up to date on concussion best practices.
- Listen to your customers, identifying opportunities and solutions for improving their work-life experience, their athlete safety and our product. Share these with our product team.
- Other roles & responsibilities as required by the business.

### **Skills, Passions, and Competencies:**

- Empathy, integrity and good communication are at the foundation for this role. You'll be communicating to customers via phone, email and in-person and so these skills need to come to you naturally.
- You'll also need to be organized and know your way around a schedule with your eyes closed, but flexible and solution-oriented so you can embrace and thrive in last minute changes and unknown situations.
- Experience working in the sports industry will help you anticipate and exceed the needs of our clients.
- You are committed to excellence and value integrity.
- Your leadership and teamwork orientation make you an excellent candidate for future growth opportunities. We are on a huge growth trajectory and think this role could grow into something greater.
- Our customers are across North America so bilingual skills are an asset (French/English especially!).
- Professional designation in a medical field: e.g. Athletic Training/Therapy (AT), Physiotherapy (PT), Occupational Therapy (OT), or similar is desired.

### **About HeadCheck Health:**

HeadCheck Health is a Vancouver-based company that aims to improve identification and management of concussions at all levels of sport. Poor compliance to concussion best practices and policies lead to the mismanagement of millions of athletes annually. We launched our software in 2016 to address this issue and to help organizations create a safer playing environment for their players by using our suite of tools that allow active execution and oversight of their concussion policy. Our partners are throughout North America and across a wide variety of sports.

### **To Apply:**

Please email us your resume at [admin@headcheckhealth.com](mailto:admin@headcheckhealth.com) with a note explaining why you're perfect for the job.