About the Job

Loopback Analytics is currently hiring for a capable and detail-oriented Client Services Analyst. The person in this role will be the main point of contact between Loopback Analytics and our clients, which are mainly health system specialty pharmacies. The incumbent will have responsibility in understanding client challenges, goals, and how the Loopback Platform helps clients achieve those goals. The Client Services Analyst serves as a point of continuity across the maturation of the client relationship, including the end of the sales cycle, the software implementation process, product go-live, and ongoing client engagement thereafter.

 A successful candidate will be a passionate and decisive customer service-oriented person, who will be responsible for regular interactions with both internal and external stakeholders.

Duties to Include

- Operate as the lead point of contact for all matters specific to the assigned client base
- Continually build and maintain strong and lasting relationships with all customers
- Clearly communicate the progress of monthly/ quarterly initiatives of your client portfolio to senior management
- Monitor and evaluate the user interface, workflow, and provide suggestions for future product enhancements based on client feedback
- Maintain a healthy client portfolio by engaging with clients, driving client return on investment, and continually nurturing the relationship of Loopback with its client base
- Identify and cultivate opportunities and collaborate with the sales team to ensure continual growth and success
- Other duties as assigned

Requirements

Mandatory traits and experience
- Strong independent worker/self-starter
- Ability to work with aggressive schedules and deadlines
- Entrepreneurial attitude
- Ability to work individually, while simultaneously contributing in a team environment
- Experience managing clients or customers
- Skills in Microsoft, Excel, PowerPoint, Word

Preferred experience
- Experience working in a health system specialty pharmacy
- Data analytics
- Microsoft PowerBI

Travel:
- Expected to be minimal.

Contact

Rated as one of the best places to work in Dallas by the DBJ, Loopback Analytics is a leading provider of data-driven solutions for hospitals and health systems. The company's comprehensive analytics platform drives growth for specialty and ambulatory pharmacy programs while connecting pharmacy activities with clinical and economic outcomes. Loopback's clients include leading academic medical centers and health systems.
For more information about Loopback Analytics, please visit our website at www.loopbackanalytics.com.

This employer will not sponsor applicants for employment visa status (e.g., H1-B) for this position. All applicants must be currently authorized to work in the United States on a full-time basis.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, or national origin. For immediate full-time consideration, please forward your resume via email at careers@loopbackanalytics.com.