

## About the Job

Loopback Analytics is hiring a Client Services Analyst to be the main point of contact between Loopback Analytics and our clients. He/she will have responsibility for understanding client challenges, goals, and how the Loopback Platform helps clients achieve those goals.

The Client Services Analyst will provide a link between data integration, the analytics pipeline, and client management. He/she will serve 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.

## Job Duties to Include

- Operate as the lead point of contact for all matters specific to the assigned client base
- Directs clients in the best practices and recommended usage of new software features
- 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
- Clearly communicate the progress of monthly/ quarterly initiatives to both clients and management
- Monitor and evaluate the user interface, workflow, and provide suggestions for future product enhancements based on client feedback
- Troubleshoot any client problems, identify the root cause of the problem, and use tools and resources appropriately to resolve or escalate the problem
- Validate report changes to ensure minimal client disruption when releasing new reports
- Write and maintain client-specific logic to tag populations of interest, improving client navigation of platform
- Prioritizes and escalates support incidents and requests based on business impact and documented guidelines
- Identify and cultivate opportunities and collaborate with the sales team to ensure continual growth and success

## Requirements

### Technical Experience:

- Skills in Microsoft Excel, PowerPoint, and Word
- Experience working in a health system specialty pharmacy
- Experience with Microsoft PowerBI
- Experience managing the implementation, optimization, utilization, and maintenance of large data sets

### Preferred Experience:

- Experience with SQL and ability to write advanced formulas in data management languages
- Bachelor's degree in Computer Science, Information Systems, Business, or related field

### Personal Characteristics:

- Strong independent worker/self-starter with ability to work individually, while simultaneously contributing in a team environment
- Passionate and decisive customer service-oriented person
- Ability to work with aggressive schedules and deadlines
- Experience managing clients or customers

Travel expectation less than 5%

**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](mailto:careers@loopbackanalytics.com)

## About Loopback

Founded in 2009, Loopback Analytics is a pioneer in empowering health systems and post-acute care organizations to more effectively manage care transitions and reimbursement challenges in a “pay-for-outcome” environment. For more information about our company and services please visit our website at [www.loopbackanalytics.com](http://www.loopbackanalytics.com).