Product & Customer Success Associate

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At J2 Health, we know that healthcare is complicated and falls short of the experience and outcomes consumers deserve. J2 exists to enable higher value healthcare. We are a team of industry insiders and technologists laser focused on transforming a critical, and underserved part of the ecosystem - provider networks.

As individuals, it's difficult to find the right doctor that meets our medical and personal needs, at affordable costs. Doing their best with unreliable data and disjointed manual processes, healthcare organizations struggle with this too as they decide which doctors should be included in-network on our health insurance plans.

J2 Health brings together best in class data and purpose built software to enable healthcare organizations to optimize provider network performance. We use our technology to power healthcare's best networks and deliver highest value care to patients.

We recently raised a $4.5M seed round led by Primary Ventures, Tiger Global and BoxGroup and are looking for early team members interested in building a mission driven healthcare company and are not afraid to get their hands dirty.

You will be answering key questions for clients and interfacing with them often. This role reports to the head of product and is integral to designing J2's product roadmap.

Responsibilities:
- Resolving clients requests by working cross functionally to project manage solutions.
- Running ad hoc analytics (SQL and Excel) and incorporating work into the product roadmap.
- Understanding client pain points by keeping a regular meeting cadence while serving as the key point of contact.
- Researching and outline feature prototypes to present to company leadership.

Qualifications:
- 3+ years of experience in fast paced work environment at a startup, a consulting firm, or related industries
- Comfortable manipulating and sorting through larger quantity of data in Excel Familiarity with SQL (or readiness to learn) a plus

- Strong analytical and communication skills and the ability to communicate in a professional manner with customers
- Ability to be proactive and work on ambiguous problems independently as a key member of a small team
- Previous health care/start up experience and/or Python experience a plus but not required

Please send your resume to recruiting@J2health.com to apply.

Interested? J2 Health is committed to building a diverse and inclusive workplace. It is proven that women and people of color are less likely to apply to a job unless they meet 100% of the qualifications. If you're excited about the role's responsibilities (and feel that you'll knock it out of the park) but don't have the exact qualifications listed, we encourage you to apply!

J2 Health provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, or veteran status. In addition to federal law requirements, J2 Health complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company operates. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. J2 Health expressly prohibits any form of workplace harassment based on race, color, religion, gender, sexual orientation, national origin, age, disability, or veteran status.