Client Experience Associate

About HCCI

The Health Care Cost Institute (HCCI) is an independent, non-profit research institute located in Washington, D.C. with a mission to use data and analytics to improve the US health care system. Employers, policymakers, and researchers rely on HCCI's claims data to better understand the health care system, evaluate existing and emerging coverage and payment policies, and assess health care quality. Our multi-disciplinary team produces timely, policy-relevant reports and analyses in an academic but fast-paced environment. For more information on HCCI, please visit www.healthcostinstitute.org.

Join the Team that Informs Health Care Decision Making

We are looking for a Client Experience Associate to [execute or implement] HCCI's client-facing operations. This individual will strengthen HCCI's relationships with data analytics and research clients through proactive and frequent communication. This position is ideal for candidates with strong relationship management skills and a passion for providing an excellent client experience.

The Client Experience Associate will

- Coordinate the client onboarding process and serve as a primary point of contact for a portfolio of clients, maintaining frequent communication (e.g., regular check-ins, status updates) and proactively building organizational relationships with them.
- Respond to and resolve client inquiries and concerns promptly and coordinate with analytic staff and subject matter experts to provide technical information to clients.
- Set and maintain response time standards for client communication benchmarked against industry norms and monitor team performance against those standards to ensure timely, consistent outreach.
- Work with senior leaders to refine the best practices, workflows, and processes needed to build out HCCI's client experience function.
- Implement a client experience strategy, identifying friction points across the client lifecycle, and execute process improvements.
- Configure and maintain the organization's CRM platform to track client activity, generate client experience reporting, and maintain accurate records of communications and outstanding issues.
- Define, track, and report on client experience key performance indicators, synthesize data into clear, actionable insights, and regular reports for leadership and client-facing teams.
- Assist in the preparation of client-facing materials, which could include briefings, FAQs, user guides, and presentations.
- Support HCCI's organizational operational activities as needed.

In our candidates, we look for

- 3-5 years of experience in customer service, client experience, account management, or customer success operations.
- Demonstrated experience utilizing and maintaining a CRM tool, including reporting and workflow configuration.
- Excellent written and verbal communication skills, with a relationship-first approach to client interactions rather than a sales or transaction driven one.
- Proven experience reporting on client satisfaction metrics and using those insights to inform strategy.
- Strong organizational and time management skills, with the ability to prioritize and manage multiple projects at once.
- Experience collaborating and communicating with senior and executive-level leadership.
- Proactive and entrepreneurial spirit and a desire to work in an exciting and demanding environment
- Experience in health care, data analytics, or research organizations is a plus.

This is a full-time, exempt, exempt position with an annual salary range from $75,000 to $90,000, depending on experience. HCCI also provides competitive salaries and benefits to full-time employees including a 403B retirement scheme with employer contribution, health insurance, and other benefits.

This position is remote eligible, with occasional travel to the Washington, DC office. Preference will be given to applicants located in states where HCCI is currently registered as an employer – Washington, DC, Maryland, Virginia, Pennsylvania, New York, Massachusetts and Minnesota. Regardless of work location, this position is required to work East Coast hours.

Apply Here

HCCI is an Equal Opportunity Employer. We do not discriminate on the basis of race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, marital or family status, or any other status protected under applicable law. All qualified applicants will receive equal consideration for employment regardless of the state in which they reside.

HCCI uses the federal E-Verify system to electronically verify employment eligibility upon hire. HCCI complies with all federal right-to-work protections.