



Wellness Program Client Manager

About You: Are you looking for more influence, flexibility and creativity with an organization that not only allows, *but encourages* you to have a voice? If so, your journey ends here, at Walkingspree!

About Us:

Walkingspree helps companies control health care costs by getting their employees moving. It is our use of technology and success with employee engagement that sets us apart. The Walkingspree advanced wellness program is a multi-device open platform to connect Fitbit and other popular activity trackers into the company's Software as a Service digital health platform. We provide custom solutions for clients and an active social network to keep members motivated and engaged. Walkingspree is a twelve-year old business with nearly 200 clients ranging from Fortune 1000 firms, mid-size businesses, international clients, and hospital systems. See www.walkingspree.com

Responsibilities:

You are the face of Walkingspree in working with the corporate client after a sale is completed. You are responsible for growing and servicing the client for the duration of the client relationship to exceed their expectations. You are the quarterback in working with internal teams such as sales, marketing, IT and customer service to deliver an excellent ongoing wellness program to the client.

Engagements include (but not limited to):

- Work with the client to develop an engaging Walkingspree physical activity solution based on the understanding of their needs and issues. Understand the overall benefits package of the client and the wellness programs currently in place. Work with other vendors as required.
- Coordinate the Walkingspree program implementation from hand-off to launch with the client, typically within four weeks.
- You are the Quarterback/Project Manager during and after the launch. Work with internal teams – Sales, Customer Service and IT to ensure the Walkingspree program is implemented properly.
- Work with the client to expand the initial enrollment of members by introducing to a wider employee group, new divisions and spouses. You are responsible for all device sales to your client base.
- Present quarterly and/or monthly client reports and ad-hoc reports as requested. Coordinate the participant surveys and annual ROI calculations.
- Pass along client testimonials, participant feedback, profiles, and case studies to support marketing efforts.
- Manage the overall customer satisfaction of assigned clients and strengthen relationships
- Provide feedback with regard to product requirements and enhancements
- Analyze client performance to identify drivers and deliver the highest level of client satisfaction within assigned accounts to ensure maximum participation

- Undertake special projects such as conceptualize, develop and coordinate the implementation of new products and programs targeted to clients

Desired Skillset and Background

- Bachelor's Degree preferred; 2-5 years of related experience.
- Acts as the "consultant" to the client; takes a keen interest in becoming an expert in the field.
- Excellent written and verbal skills; able to communicate effectively with customers and client decision makers on a regular basis.
- Able to assess needs, give timely feedback and make recommendations to Walkingspree clients.
- Strong interest in wellness, nutrition or health related fields.
- Comfortable taking initiative and demonstrating leadership capabilities.
- Ability to proactively identify trends, problem solve and implement solutions.
- Excels in managing multiple projects and clients simultaneously.
- Presents an outgoing personality to establish relationships and market Walkingspree to clients.
- Willing to do what it takes to get the job done in a fast-paced, deadline driven environment.
- Some travel is expected for in-person client visits (10-15%).

Compensation & Benefits:

We offer a competitive base salary and performance-based variable pay that could increase your monthly salary by 20% to 40%. Total package dependent upon experience, size of the account base managed and performance. We also provide a robust health insurance package, 401(k), paid holidays and vacation.

Your success and the company's growth will naturally lead to future growth opportunities within the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To Apply:

San Antonio, Texas area candidates only. Please send your resume and cover letter to nathan@walkingspree.com. Please reference "Wellness Program Client Manager" in the subject line. Walkingspree's office is currently located off Interstate 10, just west of 1604.