

# Implementation and Success Manager

## Zero Suicides

Jaspr Health is on a mission to reduce death by suicide. We are a Seattle-based company founded and advised by the world's experts in mental health and behavioral psychology, and our technology is enabling healthcare systems to deliver evidence-based suicide prevention at scale.

Why is our work important? Simply put, hospital emergency departments are the front line to prevent suicide, yet few are equipped for the increasing patient load — 14.5 million behavioral health emergencies per year, growing 12% annually. People in suicide crisis face lengths of stay four times longer than other emergencies. Throughput delays result in costs and lost revenue for hospitals. New regulations and workforce shortages drive health systems' urgent need for technology solutions.

Jaspr Health's SaaS solution transforms hours of waiting into an opportunity for evidence-based interventions, powerful videos of individuals with lived experience to instill hope, a library of comfort and skills exercises, and EHR-integrated assessment to inform disposition decisions. Jaspr targets improved patient outcomes, satisfaction, and throughput ROI.

## We Need You Because...

At Jaspr, we partner with the leading hospital institutions to bring evidenced-based suicide care to their emergency departments. To succeed, we provide each client with a white glove implementation and technical support experience. We act as a trusted advisor to our clinical partners by aligning Jaspr's evidenced-based suicide care workflow to facility specific requirements, bringing rich data and analytics to positively impact patient outcomes, and sharing learnings across disparate hospital systems.

As a Jaspr Implementation and Success Manager, you will serve as the main point of contact for our clients throughout their entire customer journey. You will schedule and lead working groups, ensure product implementation meets client expectations, produce meaningful reports and metrics, and ultimately be accountable that the client is continually leveraging our technology post-implementation.

As an early-stage organization, you will have the opportunity to work closely with executive leadership to help craft the future vision of implementation and customer success as Jaspr.

## ...You'll Do These Things

- Serve as project leader for Jaspr technology implementation including requirement gathering, implementation oversight, and stakeholder management.
- Work to train client front-line staff “at the elbow” on Jaspr technology and workflows.
- Meet, at a minimum, monthly with client teams to bring meaningful metrics, product updates, and industry lessons learned.
- Collaborate with the Sales team to ensure a seamless handoff from Sales to CS, as well as identifying upsell opportunities post-close.
- Collaborate with the Product team to resolve bugs and enhance our product roadmap.
- Collaborate with the Marketing team to build and enhance client facing collateral.

## Essential Qualifications

- 3+ years of implementation and customer success experience in B2B SaaS environment
- Interest in suicide care and treatment
- Robust project and initiative management experience
- Exceptional interpersonal and communication skills
- Ability to travel throughout the U.S. to client locations for implementation up to 35%
- Experience in a startup-style environment
- Bachelor degree or higher

## Desired Qualifications

- PMP, or similar, certification
- Interest in people management
- Experience working in a clinical and medical industry

## How to Apply

In your application, please:

- Attach a PDF of your cover letter. In your cover letter, introduce yourself and explain why this position is of interest to you, and why you would be a great fit.
- Attach a PDF of your resume.

Submit your application directly to Joe Restivo at [joseph.restivo@jasprhealth.com](mailto:joseph.restivo@jasprhealth.com).