

WORK VAPOR

Job Link: <https://workvapor.com/jobs/customer-success-manager-112k-154k-healthcare-services-232214/>

HIRING ORGANIZATION

Siemens Healthineers

EMPLOYMENT TYPE

Contractor

JOB LOCATION

? Remote work from: United States

DATE POSTED

? 08/12/2026

CUSTOMER SUCCESS MANAGER – \$112K-\$154K – HEALTHCARE SERVICES

BASE SALARY

USD 112420 - USD 154572

DESCRIPTION

Customer Success Manager – National HCA

Company: Siemens Healthineers

Work Mode: Remote

Employment Type: Full-time

Location: Remote (United States)

Salary: \$112,420 – \$154,572 per year

Travel: Approximately 40%

Contact Details

Email: peopleconnectvendorsnam.func@siemens-healthineers.com

This contact is provided for reasonable accommodation support. Siemens Healthineers does not ask candidates to send resumes by email.

About the Position

Siemens Healthineers is hiring a Customer Success Manager for its National HCA customer account. This position supports customer service operations across Hospital Corporations of America.

You will work with customer leaders and internal service teams. You will help manage service delivery and customer satisfaction. You will also support daily operations and service escalations.

Key Responsibilities

- Build strong customer relationships.
- Work with key customer stakeholders.
- Work with Regional Service Managers.
- Work with Key Account Managers.
- Work with sales teams.
- Work with Customer Service Engineers.
- Support daily service operations.
- Help manage contracted service business.
- Monitor customer satisfaction.
- Track business KPIs.
- Monitor personnel training.
- Review service activity.
- Communicate system status updates.
- Monitor down-system calls.
- Monitor restricted-operation calls.
- Review Customer Distress Index data.
- Identify customer service issues.
- Support technical escalations.
- Coordinate with technical support teams.
- Communicate updates to customers.
- Review preventive maintenance activity.
- Support full maintenance compliance.
- Work with Customer Care Center teams.
- Work with in-house biomedical teams.
- Validate billing.
- Manage purchase order processes.
- Review service invoices.
- Support accounts receivable activities.
- Manage service provider escalations.

Weekly Responsibilities

You will review preventive maintenance schedules. You will also track equipment locations and inventory.

You will support project and installation activities. You will review invoices and work with credit and collection teams.

- Review maintenance schedules.
- Track equipment locations.
- Support installation activities.
- Support project management.
- Audit invoices.
- Review contract billing.
- Review time and material billing.
- Track onsite repair parts.
- Work with service vendors.
- Visit main customer sites.

Monthly and Quarterly Responsibilities

You will arrange meetings with customer representatives. You will also support Quarterly Business Reviews.

You will monitor systems approaching End of Service. You will work with sales and customer teams to reduce service issues.

- Schedule customer meetings.
- Support Quarterly Business Reviews.
- Work with Regional Service Managers.
- Work with Engagement Managers.
- Work with Key Account teams.
- Track End of Service systems.
- Track clinical education balances.
- Track technical training balances.
- Attend quarterly service meetings.
- Attend Customer Service Engineer meetings.

Required Qualifications

A Bachelor's degree is preferred. The degree can be in a medical field engineering technology or business administration with a healthcare background.

You should have at least 5 years of professional experience. Experience with imaging and biomedical technology maintenance operations is required.

You should understand asset management. You should also be able to advise customer leaders and business partners.

Skills

- Customer Success
- Customer Relationship Management
- Healthcare Services
- Imaging Equipment
- Biomedical Technology
- Service Operations
- Account Management
- Asset Management
- Technical Escalation
- Preventive Maintenance
- Billing Management
- Accounts Receivable
- Inventory Management
- Contract Management
- Project Support
- Customer Communication
- Presentation Skills
- Problem Solving
- Business Management
- KPI Management

Work Requirements

This is a remote position. The position requires approximately 40% travel.

You may need to visit customer sites. You will also work closely with customer teams and internal service teams.

The position requires strong communication skills. You should be results-driven and focused on customer impact.

Compensation and Benefits

The base pay range is \$112,420 to \$154,572 per year. Starting pay can vary based on location skills education and experience.

Benefits may include medical insurance. Dental and vision insurance are also available.

- 401(k) retirement plan
- Life insurance
- Short-term disability insurance
- Long-term disability insurance
- Paid time off
- Paid sick and safe time
- Paid parking or public transportation

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