

Work Vapor

<https://workvapor.com/jobs/healthcare-program-implementation-client-success/>

Healthcare Program Implementation Client Success

Base Salary

USD 70000 - USD 80000

Description

Company: Wellthy

Position: Implementation Specialist

Industry: Healthcare Technology & Care Coordination

Location: Remote - United States

Employment Type: Full-Time

Salary: \$70K-\$85K/Year

Email: jobs@wellthy.com

Wellthy is a healthcare support platform that helps families manage caregiving, health coordination, and backup care services. The Implementation Specialist will lead the onboarding of new employer clients and help launch care programs while coordinating across multiple teams to ensure a smooth implementation process.

Role Overview:

- Manage onboarding and implementation of new employer clients
- Lead expansion and enhancement of existing client programs
- Coordinate cross-functional teams to ensure successful program launches
- Maintain project documentation and track implementation milestones
- Guide clients through discovery sessions and solution design

Implementation Responsibilities:

- Project manage multiple client implementations simultaneously
- Conduct kickoff meetings and ongoing implementation calls with clients
- Create and maintain project plans for onboarding and launch activities
- Coordinate with sales, client success, product, operations, and marketing teams
- Oversee technical setup including eligibility files, system configuration, and benefit design
- Identify and resolve potential workflow or technical challenges early
- Ensure client satisfaction and smooth program launch experience

Collaboration & Communication:

- Serve as the central communication point during implementation
- Translate client requirements into actionable plans for internal teams
- Provide updates on progress, milestones, and launch readiness
- Support internal strategic initiatives to improve onboarding workflows

Required Experience:

- Bachelor's degree or equivalent experience
- Minimum 2+ years of implementation or client services experience
- Strong project management and organizational skills
- Excellent written and verbal communication abilities

Hiring organization

Wellthy

Job Location

United States

Remote work from: United States

Date posted

03/20/2026

Preferred Skills:

- Experience with eligibility files, benefit configuration, or system integrations
- Familiarity with tools like Salesforce, Asana, Slack, and Google Workspace
- Ability to manage multiple projects in a fast-paced environment
- Interest in using AI and modern digital tools to improve workflows

Work Environment:

- Fully remote work environment within the United States
- Must have a secure, private workspace with reliable internet connection
- Ability to handle confidential and sensitive client information securely

Employee Benefits:

- Medical, dental, and vision insurance within 30 days of hire
- Retirement savings plan with company matching contributions
- Mental health benefits
- 15 days paid vacation with additional days added annually
- Sick leave and caregiving days
- Generous parental leave program
- Professional development and career growth opportunities

How to Apply:

Send your resume or contact on WhatsApp at official HR channels if available or email your application to jobs@wellthy.com