



## Customer Success Manager

### About the company

Epikast is a technology company at the intersection of healthcare, technology, and customer support. Our mission is to redefine how biopharmaceutical companies engage with their most important stakeholders: patients, caregivers, and doctors.

We are a people business, and all “Epikasters” are at the core of our success. Together, we make a difference in the lives of patients worldwide.

We are a fast-growing company that operates in a diverse, cross-functional, and flexible environment. Delivering an unparalleled customer experience is a core part of our DNA, and our team consists of intellectually curious minds with a "can do" attitude that love what they do and enjoy being part of a highly collaborative team. We celebrate unconventional ideas and approaches, a patient-centric mindset, and a culture of excellence and continuous improvement.

If that sounds like something you’d like to be a part of, please consider joining our team!

### The specific role

The Customer Success manager works with brand managers and commercial leaders in biopharmaceutical companies to understand their needs in depth and ensure that our solutions are tailor-built to address their most important priorities.

*Location: USA*

### Join us if you are excited to...

- ...develop strong relationships with multiple biopharmaceutical executives and be the face of Epikast to them and their teams
- ...identify the priorities of those teams when it comes to engaging patients and physicians, and help craft a solution that meets their needs
- ...work hand-in-hand with the Epikast team to ensure that we deliver unparalleled service to our clients and to the patients we serve

## What you'll bring to the team

- Hands on experience in a client-facing role. Minimum 5 years of relevant prior experience, for example in a corporate setting, management consulting, or startup environment
- A solutions-oriented mindset, with the ability to navigate and manage complexity and co-develop impactful processes and strategies with your internal team and external stakeholders
- Results-oriented work ethic and a positive attitude
- Excellent written/verbal communication skills and storytelling
- Strong project management skills, with a focus on interdepartmental communication
- Strong interpersonal skills; proven team player who can engender credibility and confidence within and outside the company
- Ability to travel within the US and (occasionally) to Europe
- BA/BS degree; MS and/or other advanced degrees an asset but not required
- Bonus points if: previous experience in patient engagement and/or in biopharma commercial models and operations

## What's in it for you

- A competitive salary
- Comprehensive health insurance
- 401(k) plan to help save for your future
- Career development stipend
- A great opportunity to grow and work with some of the most exceptional minds in the industry
- Being part of an environment that offers challenging goals, autonomy, and mentoring, creating unparalleled opportunities both for you and the team
- You will be part of a mission to ensure that patients receive the best possible support as they manage their disease

As part of our dedication to the diversity of our workforce, Epikast is committed to Equal Employment Opportunity without regard for race, color, national origin, ethnicity, disability, gender, sexual orientation, gender identity, or religion.

If you are interested, please send us your CV at [careers@epikast.com](mailto:careers@epikast.com).