



General Devices

Customer Success Manager

General Devices | Remote (U.S.)

About [General Devices](#)

General Devices is a healthcare technology company focused on improving communication and workflow between Hospital Emergency Departments and EMS agencies. For more than three decades, we have partnered with healthcare organizations to streamline emergency care coordination and close the communication gap in critical handoff moments. Our solutions support real-time communication, operational visibility, and data-driven performance improvement across emergency care environments. We are mission-driven, operationally focused, and committed to helping healthcare providers deliver better outcomes through smarter technology.

Role Overview

General Devices is seeking a Customer Success Manager with a strong clinical background in Emergency Department or EMS operations who is passionate about helping healthcare organizations improve workflow, communication, and patient care through technology.

This is a high-accountability individual contributor role responsible for helping hospital and EMS customers realize the full value of GD's CAREpoint, e-Bridge, and D-Scribe X platforms. You'll drive adoption, strengthen customer relationships, own renewals, identify growth opportunities, and help build scalable Customer Success practices as our organization continues to grow.

Key Responsibilities

Portfolio Ownership and Retention



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- Own and manage a portfolio of customers with responsibility for adoption, retention, and renewals.
- Maintain accurate renewal forecasting and CRM hygiene in HubSpot
- Monitor adoption trends and leading indicators of renewal risk, and proactively mitigate churn.
- Conduct structured check-ins and business reviews with clinical and executive stakeholders

Adoption and Value Realization

- Analyze product usage and engagement data to identify workflow friction, underutilized capabilities, and adoption gaps
- Drive adoption of General Devices platforms by aligning product usage with clinical workflows, operational priorities, and customer value
- Partner with Emergency Department staff, hospital administration, and EMS leaders to ensure systems are being used in ways that deliver measurable operational benefit
- Measure and communicate customer outcomes, including workflow efficiency, communication, and operational improvements.

Expansion Identification and Support

- Identify and qualify expansion opportunities for handoff in partnership with the Sales team.
- Collaborate cross-departmentally with Sales, Implementation, Product, and Technical Support to support growth conversations.
- Contribute to executive-level discussions that strengthen long-term partnerships

Customer Success Operations Contribution

- Contribute to the development of playbooks, templates, and standardized workflows
- Improve CRM reporting consistency and portfolio visibility
- Help build scalable systems that support a growing Customer Success organization
- Document best practices to support onboarding of future team members

Required Qualifications

- 2+ years of clinical experience in an Emergency Department or EMS setting.
- Strong communication, presentation, and relationship-building skills.
- Excellent written and verbal communication skills.



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- Comfortable presenting to both frontline clinicians and executive leadership.
 - Demonstrated ability to solve operational problems and improve workflows.
 - Comfortable learning new software platforms and CRM tools.
 - Self-starter capable of working independently in a remote environment and helping create structure in a growing organization.
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Preferred Qualifications

- Customer Success, Account Management, software implementation, or healthcare technology experience.
 - Experience owning long-term customer relationships, renewals, or account growth.
 - Experience conducting executive business reviews.
 - Experience with HubSpot or another CRM.
 - Experience interpreting product usage or operational data.
 - Familiarity with EMS-to-hospital communication workflows.
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What Success Looks Like

- Increased adoption and effective utilization of General Devices platforms across assigned accounts
 - Demonstrated operational value delivered to customers through improved workflows and communication efficiency
 - High renewal confidence with minimal unexpected churn
 - Expansion opportunities consistently identified through strong customer engagement and value delivery
 - Reduced reactive escalations within the portfolio
 - Meaningful contribution to scalable Customer Success operations
 - Typical onboarding milestones:
 - First 90 days: understand accounts, product, baseline adoption, establish internal & customer relationships
 - 6 months: measurable adoption improvements, renewal visibility
 - 9 months: repeatable playbooks + expansion pipeline contribution
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Compensation



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Salary commensurate with experience, plus variable bonus incentive.

Why Join General Devices?

- Help shape a growing Customer Success organization.
- Make a meaningful impact on emergency care across the country.
- Work directly with hospital and EMS leaders to improve patient care.
- Join an All-In, Fun, Diverse Team focused on Responsive Innovation and customer outcomes.