



Project Manager

Location: Remote (US)

Reports To: VP, Implementation & Client Success

Department: Implementation

About WellBeam

WellBeam is transforming clinical workflow interoperability between hospitals and post-acute providers. By replacing legacy fax- and phone-based processes with intelligent, EHR-integrated workflows, we enable care teams to coordinate in real time, unlock revenue, and improve patient outcomes across the acute-post-acute continuum.

We partner with many of the largest and most forward-thinking health systems and post-acute providers in the country, bringing modern, scalable workflows to some of the most complex clinical environments in U.S. healthcare.

Role Summary

As WellBeam continues to grow, we are seeking a Project Manager to drive successful customer implementations by providing strong project leadership, stakeholder management, and operational execution throughout the implementation lifecycle.

Working closely with customers and cross-functional internal teams, the Project Manager will guide organizations through the full implementation lifecycle, from kickoff and planning through go-live and transition to Customer Success. This role requires exceptional organization, communication, problem-solving, and stakeholder management skills, along with the ability to thrive in a fast-paced, high-growth environment.

The ideal candidate is passionate about healthcare technology, enjoys building strong customer relationships, and excels at managing multiple concurrent projects while maintaining a high standard of execution.

Key Responsibilities

Project Leadership & Delivery

- Lead end-to-end customer implementations from project kickoff through go-live and stabilization.
- Develop and maintain detailed project plans, timelines, risk logs, and status reports.
- Coordinate internal and external resources to ensure successful execution of implementation milestones.
- Facilitate project governance, including kickoff meetings, status meetings, executive reviews, and go-live readiness assessments.
- Coordinate and facilitate customer training activities, ensuring end users and administrators are prepared for adoption, go-live, and ongoing success with the WellBeam platform.
- Drive accountability across customer and internal teams to ensure timely completion of project deliverables.
- Identify project risks, dependencies, and roadblocks and proactively develop mitigation strategies.

Customer Engagement

- Build trusted relationships with customer stakeholders including clinical leaders, operational leaders, IT teams, and executive sponsors.
- Serve as the primary implementation contact for customers throughout the project lifecycle.
- Understand customer workflows, business objectives, and success criteria to ensure implementations deliver measurable value.
- Communicate project progress, risks, decisions, and recommendations clearly and effectively to all stakeholder levels.
- Partner with Customer Success to support a seamless transition from implementation to ongoing account management.

Cross-Functional Collaboration

- Collaborate closely with Product, Engineering, Customer Success, and Support teams to ensure customer requirements are understood and addressed.
- Escalate customer issues appropriately and drive resolution through internal stakeholders.
- Advocate for customer needs and provide implementation feedback that influences product and process improvements.
- Support the development and refinement of implementation methodologies, playbooks, templates, and best practices.

Operational Excellence

- Maintain accurate project documentation and customer records within company systems and tools.
- Work toward company-defined implementation metrics goals and contribute to continuous improvement initiatives.
- Support implementation forecasting and capacity planning efforts.
- Ensure compliance with HIPAA and data privacy requirements throughout customer engagements.

What Success Looks Like

- Delivers implementations on time and within scope.
- Maintains high customer satisfaction throughout the implementation process.
- Successfully drives customer readiness, training completion, and go-live adoption.
- Proactively manages project risks, dependencies, and escalations with minimal leadership intervention.
- Maintains accurate project plans, forecasts, and customer-facing communications across all assigned projects.
- Identifies and implements process improvements that increase implementation efficiency and scalability.



Qualifications

Required

- Bachelor's degree required
- 3+ years of project management or equivalent experience
- Experience leading healthcare implementations
- Exceptional project management and organizational skills
- Strong written and verbal communication skills

Preferred / Stand-Out

- PMP, CAPM, or other project management certifications
- Experience with CRM, project management, and collaboration tools (HubSpot, Asana, Jira)
- Experience working in startup environments.

The Type of Person You Are

- You are highly organized and detail-oriented.
- You take ownership and proactively drive projects forward without constant direction.
- You communicate clearly and confidently with stakeholders at all levels.
- You enjoy solving problems and navigating complex customer environments.
- You thrive in fast-paced startup environments where priorities evolve quickly.
- You are collaborative, adaptable, and willing to roll up your sleeves to help the team succeed.
- You are passionate about improving healthcare through technology.

Why You'll Love Working at WellBeam

- Competitive salary and equity participation
- Remote work with flexible working hours
- Regular company-wide offsites
- Generous holidays and Paid Time Off
- A variety of health, vision, and dental insurance options
- 401(k) and Workers' Compensation

Compensation: *\$100,000 - \$150,000*

Interested?

Email recruitment@well-beam.com with the role title in the subject line. Please include a brief introduction and your resume.