



Behind the Scenes: Our Customer Success Team

Describing the Culture



Rachel McMillan
Senior Account Manager

“There’s a very collaborative culture in our team. Everyone has their hands in a lot of different projects, efforts, networks, and accounts which is nice because we can help each other and share our expertise and experiences to put our heads together to develop something new.”



Reetu Gupta
West Coast Regional Director, Customer Success

“Team members at Unite Us genuinely care for each other’s well-being and are supportive. The work is exciting and innovative, and we work together as a team and as individuals to get it done. There are plenty of opportunities to learn from each other, as well as develop expertise in different areas.”



Christopher Perry-Coon
Senior Account Manager

“In Customer Success, there’s a huge emphasis on being autonomous and finding solutions to problems for yourself and really leveraging all the tools and resources that we have to do that. We feel confident solving problems and thinking innovatively because teammates not only challenge you, but expect you to take educated risks and to share your findings.”



Micheline Tocco
VP of Customer Success

“We care so much about culture at Unite Us, we are not just looking for the best candidates but the right candidates that really fit with our team. When a new team member joins Customer Success, we do everything in our power to see them thrive and succeed which is why, once we bring them onboard, making sure they have access to the tools they need, the resources they need, and the information they need is such a priority for us.”

Customer Success Breakdown

Typical Backgrounds of Customer Success Team Members

Team members come from a variety of backgrounds. We are open to working with people with diverse experiences.

- Human and social services
- Social work
- Public health
- Healthcare
- Health tech
- Account management

The Onboarding and Training Process

From outreach strategies to presenting community meetings, trainings are robust and frequent.

- Onboarding plan facilitated by Unite Us’ Learning and Development Team
- One on one manager support
- Opportunities to observe, shadow, and ask questions
- E-learning modules to learn the software step by step



Why Unite Us' Customer Success team?

✓ **The Mission**

Unite Us is trying to solve the challenge of connecting people to the services they need. Everyone on the Customer Success team directly sees the impact of our solution and is united by a shared passion for the mission. That's what keeps us grinding every day: we all want this to succeed.

✓ **The Role**

The role of Customer Success at Unite Us doesn't stop at technology implementation and support. Our work also encompasses the relationship-building that needs to happen in order to bring a fragmented industry together, and we work with every department at Unite Us to make that happen.

✓ **Our Partners**

Our customers and network partners are intimately familiar with the health and human services landscape, and have a strong focus on and passion for helping people live healthier lives. We work hand-in-hand with the community.

✓ **The Team**

Our teammates are supportive, humble, and inquisitive.

For someone interested in joining Unite Us....



Christopher shares, "When we think about Customer Success, we are not just thinking about the usefulness of the Unite Us platform, if people feel comfortable using our product, or how we are growing our networks to meet our business goals. We are also inherently thinking about what is best for the communities that we're serving."



Rachel shares, "Customer Success at Unite Us really feels more like a partnership with our customers and with the communities that we serve. We're really integrated into the work that our network partners are doing. We've learned a lot from launching coordinated care networks across the country and we also know there is a lot more to learn from each new community we work with and team member that joins Unite Us."

Now that you've gotten a glimpse behind the scenes of the Customer Success team, join our team today! uniteus.com/careers