

Client Success Associate

Watch Our Team Introduction



<https://cdn.pipio.ai/gn/s/5a27/f7d0/1dce/1133/8df9bf0d526039a675f234283a7a...>

Click to watch a personal intro from our team before you apply.

About Priority Cares / ESO Consultants

Hello, and thank you for your interest in the Client Success Associate role at Priority Groups. In this position, you'll be the relationship owner for a portfolio of healthcare facility and agency clients. Your goal is simple: make sure they're happy, make sure their needs are being met, and make sure they keep choosing us. That means regular check-ins, fast response to questions or issues, coordinating with the staffing and nursing teams to resolve concerns, and occasionally visiting clients in person. Client success is the linchpin of our growth strategy — a happy client refers us to others and brings us repeat business. If you're personable, organized, and good at building relationships over the phone and by email, this role could be a great fit. Apply today and let's talk about what success means to you. ---

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The Role: Client Success Associate

Manage and grow relationships with Priority Groups' healthcare facility and agency clients.

What You'll Be Doing

- Serve as primary point of contact for assigned client accounts
- Conduct regular check-ins via phone, email, and in-person visits
- Resolve service issues by coordinating with staffing and operations teams
- Track client satisfaction and identify upsell or growth opportunities
- Maintain CRM records and report on account health
- Onboard new clients and ensure smooth service launch

What We're Looking For

- 2+ years in client success, account management, or customer service
- Experience in healthcare or staffing preferred
- Strong communication and relationship-building skills
- Organized, responsive, and proactive

What We Offer

- ✓ Competitive salary
- ✓ Growth into senior account management
- ✓ Mission-driven team
- ✓ Travel within NYC for client visits

Ready to Apply?

Send your résumé to **automation@prioritygroups.org** or apply online at **prioritygroups.org/ats/**

Our recruitment team will be in touch within 1–2 business days.