



## Advocate Description

### **Our Organization:**

Workplace Healing is the innovator of the Human Recovery Plan™ Software Platform, which provides corporate leaders, managers, and care teams with the empathetic muscle necessary to support grieving employees. The Human Recovery Plan™ Software Platform is an easy-to-use, 24-7 solution that helps our clients build a head and heart-based plan that thoughtfully acknowledges their employee's life disruption and boosts long-term employee engagement, morale and productivity.

### **Our Team:**

We are constantly evolving and work in a fast-paced environment to empower our customers to drive Human Recovery Plan™ adoption. We are an incredibly collaborative, dynamic, curious and innovative team.

### **Job Summary:**

This exempt position is a key member of the Workplace Healing team working directly with the Co-founders and Enterprise B2B customers to assist in the launch and continued support of the Human Recovery Plan™ software platform and integrate its use to achieve customers' business goals. This position will report to a Co-Founder.

### **Position Responsibilities:**

#### **Client Relationship**

- Build and maintain strong relationships with customer executives, Human Resource professionals, and operational teams while serving as their internal advocate.
- Understand the needs of our customers' presenteeism and productivity goals, review adoption data with them, and assist them to develop and implement impactful engagement strategies.
- Responsible for the full customer lifecycle, inclusive of: Onboarding calls, customer support, customer reviews, engagement strategy discussions and renewal conversations.
- Proactively create account strategies for driving adoption, engagement, and upsell, when available.
- Serve as a Human Recovery Plan™ expert and share best healing practices with customers.
- Document the entire lifecycle of the Workplace Healing Process for each customer.
- Attend weekly communication meetings with co-founders.
- Other duties as requested or assigned.

#### **Business Development**

- Engage with Co-Founders in strategic collaboration to increase usage of Human Recovery Plans with potential clients and clients.



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- Collaborate with our Workplace Healing Sales Team to develop new and existing relationships with Human Resource professionals, Insurance brokers/agents and other senior executives with organizations from your current network and beyond.
- Actively participate in professional organizations.

### Wellbeing Content Collaborator

Engage with Co-Founders in strategic collaboration with content experts for interviews, recordings and document meaningful content for Life Disruption channels to be used in our HRP software platform.

- Curate information for purposes of dedicated blogs, articles, and resource material on our WPH website to be written by our WPH Content Writer.

### Qualifications:

- A minimum of 5 years of experience managing B2B accounts. Human Resources MarketPlace experience preferred, but not required.
- Ability to listen and story-tell with empathy on behalf of the grieving employee and the manager responsible for their re-engagement.
- Must be a self-starter with excellent organizational skills, the ability to multitask and handle multiple projects, and the ability to exercise sound business judgment and decision making.
- Strong verbal, non-verbal and written communication skills.
- Ability to collaborate with different individuals across the organization and a “roll-up the sleeves” approach to accomplish all necessary tasks.
- Must be dependable, reliable and committed to the mission of Workplace Healing and have a disciplined work ethic.
- Or any combination of education and experience that provides the knowledge, skills and abilities to successfully perform the responsibilities identified in this job description.

### Ability to Use the Following Technology:

Microsoft Word, Excel. Office 365, including Teams. Oracle NetSuite CRM. Internet. PowerPoint. Google Slides. Asana. Adobe Acrobat DC. Zoom. Other Information Systems Management software.

### Ability to Operate the Following Equipment

Personal Computer/keyboard, Digital Phone, Headset, Copier, Facsimile, Digital Camera, Scanner, Ring Light.

### Working Conditions:

This position regularly works independently in an office environment with good working conditions free of hazards and distractions.



## Advocate Description

Workplace Healing LLC is also committed to providing reasonable accommodations for qualified individuals with disabilities and disabled veterans if needed to perform the essential functions of the position as identified in this written job description. Please inform one of the co-founders if you require reasonable accommodation to perform the essential functions of the position.

### **Work Schedule:**

This position works remotely. In general, this exempt regular full-time position works a minimum of 40 hours a week, with varying office hours. Must be available to respond to phone calls during typical daily working hours. The position may require attendance at overnight seminars and conferences. Travel in and through an airport is expected.

By completing and executing this document both parties are confirming that they read and agree to all items listed above.

\_\_\_\_\_  
Date

\_\_\_\_\_  
[Employee]

WORKPLACE HEALING, LLC

\_\_\_\_\_  
Date

By: \_\_\_\_\_

Title: \_\_\_\_\_