

## Vice President, Customer Success

Meru Health is a tech-enabled clinic for treating depression, anxiety and burnout. Our clinic provides a remote clinician supported treatment program that we deliver via a mobile app. In 2019, we introduced [The New Standard of Mental Healthcare](#)

### With the 'New Standard' we mean combining

- *most effective therapy treatment modalities (Mindfulness + CBT + Behavioral Activation)*
- *sleep medicine*
- *nutritional psychiatry*
- *continuous monitoring of treatment outcomes (self-report + physiological markers)*
- *continuous proactive care by licensed clinicians (therapists + psychiatrists)*
- *heart rate variability biofeedback to strengthen parasympathetic nervous system and therefore response to stress*
- *peer support*

into one solution to holistically address depression, anxiety and burnout. We've proven the efficacy of our approach in 2 peer-reviewed studies and we have three additional papers under peer-review. Our research partners include Stanford Medicine, UC Davies, University of Washington and Harvard Medical School.

Meru Health was founded in 2016 with a big vision to help and empower people living with mental health challenges. We are scientists, engineers, physicians and experienced entrepreneurs who have come together to make depression, anxiety and burnout treatment accessible, effective and truly outcome-driven. Our mission is more than business, it's personal. Our founders have lost friends and family members to depression, and we want to do everything in our power to help people who suffer.

### ROLE

You will lead and build Meru Health's Customer Success team as we grow. You will work constantly with (and have equal say as) the founders & C-level team. You will report to our COO/Founder, Riku Lindholm. Day-to-day tasks & priorities will rarely stay constant, but we like it that way. :)

### Responsibilities:

You will work with our key Fortune 100/500 and other self-insured employer customers in multiple states to ensure successful roll-outs and ongoing collaboration, providing their employees and dependents access to care & support for mental health challenges. You will work closely together with our growth & sales team who will transfer new customers to you after closing, as well as with our operations & clinical team who deliver care to patients. You will be responsible for revenue, budgeting and key KPIs as well as building the customer success team at Meru Health as we are growing across the US.

**You will be successful in this job if you have/are:**

Value match with the [Meru values](#)

Strong skills and experience in working with employer-customers and their HR & benefit teams with implementations

Strong team building & people management skills

Strong operative skills and successful track record in executing in healthcare

You are willing to take ownership and make decisions with limited information

You are comfortable with a lot of uncertainty and constant change

Have a strong desire to have a direct impact into the daily life of people who suffer from mental health challenges

Strong communication skills (with remote teams & partners across time zones)

Understanding of the US Healthcare Market

**What we have to offer:**

An opportunity to learn and grow extremely fast building something that is revolutionizing mental health treatment and care delivery

A multi-cultural and passionate team with a big heart

Health & Wellness Benefits

**Compensation**

Competitive salary + options

Nordic holiday policy (4-5 weeks/year)

Please send your application or further questions to:

Kristian Ranta

Founder & CEO

[kristian@meruhealth.com](mailto:kristian@meruhealth.com)