



REACH FARTHER
XAP Corporation

3534 Hayden Avenue Culver City, CA 90232

COMPANY: XAP Corporation
POSITION: Client Success Leader
LOCATION: Culver City, CA

XAP Corporation, the industry leader in developing and providing students and adults with the online tools to explore careers and explore, plan, and apply to colleges and universities, is seeking a Client Success Leader (CSL) to join their Culver City team. The company pioneered the development of the electronic college application, the electronic transcript, and Internet-based student management systems enabling students to apply to college online.

The Position: Reporting to the Manager, Statewide Accounts; The CSL is responsible for ongoing client satisfaction, account management, and retention. In this highly visible and critical role, the CSL will work with executives and presidents of school districts, colleges, universities, workforce agencies, and student loan agencies, among others, to drive the adoption of XAP's key products and services through strategic and performance-focused support, effective implementation management, college success metrics, and workflow improvements.

The Responsibilities: The professional in this role is responsible for full-cycle relationship management with clients and stakeholders to optimize awareness, adoption, and continued use of XAP's suite of products and services. The CSL must be a client, product, and market expert, understanding the strategic goals and objectives of a statewide client, while setting appropriate expectations of what the company will deliver within expected timeframes. Specific responsibilities in this role include:

- Manage the day-to-day relationships with the clients and/or stakeholders, maintaining ongoing communication in ways that meet and exceed client needs and expectations.
- Identify and monetize revenue opportunities resulting from special funding sources such as Federal or State level grants.
- Ensure, from a high level, that client needs and concerns are being addressed efficiently and thoroughly.
- Additionally, act as an advocate for client needs and perspectives and garner the credibility of members of the senior management team, while balancing those needs against company priorities.
- Champion iterative discussions with clients while setting appropriate expectations, thereby building confidence and credibility in not just the role, but for the organization, as well.
- Develop, enhance, and share best practices and case studies citing client successes via XAP products and solutions.

- Provide product roadmap, insight, and feedback into product management.
- Develop and coordinate comprehensive reporting tools for both the client and the company.
- Cultivate and deepen business opportunities based on client testimonials and referral generation. Additionally, engage with Sales Team on potential new sales opportunities.

The Essentials:

Education: A BA or BS is required; an advanced degree is a plus.

Experience: The ideal candidate will possess a minimum of five to seven years experience in client services or account management, ideally with a deep understanding of the education industry. The following experience would also be beneficial:

- Client-facing experience managing relationships, processes, and projects.
- Possesses confident and highly-skilled presentation and facilitation skills geared to a variety of audiences, including senior management.
- Knowledge of admissions and/or financial aid processes.
- Proficiency in using common software tools such as CRM software, project management software, calendaring system and web-based conferencing tools would be ideal.
- Basic understanding of SDLC and aspects of software development
- Experience with incident management tools and processes
- Excellent organizational and prioritization skills with the ability to think strategically, creatively, and analytically.
- Exceptional work ethic, ability to perform under pressure, meet deadlines and demonstrates enthusiasm towards colleagues and clients

Qualities and Attributes: The successful candidate will have exemplary people skills coupled with the savvy and maturity needed to garner the credibility of senior management. Additionally, this professional will be a self-starter who goes above and beyond the expected requirements of the role. The new CSL will be highly adept at building mutually beneficial relationships that result in value, benefit, and revenue growth for XAP.

Job Type: This is an exempt position.

The Company: XAP is the industry leading technology company that develops and provides students and adults with the online tools to explore careers and explore, plan and apply to colleges and universities. The company pioneered the development of the electronic college

application, the electronic transcript, and Internet-based student management systems enabling students to apply to college online. XAP processes more than 4 million electronic college applications, and 1.5 million electronic transcripts annually making it the largest provider of these services in North America. XAP's products are used by more than 900 colleges and universities and more than 8,000 middle and high schools in the United States and Canada and several other countries around the world.

To learn more about XAP Corporation, please visit our website at www.xap.com.