



Client Success Manager (Part-Time)

Build Relationships. Create Momentum.

At Xposeyour, we partner with organizations to navigate change, strengthen leadership, and drive meaningful transformation through executive advisory, organizational change management, leadership development, keynote speaking, workshops, and technology solutions. We're growing and looking for someone who genuinely enjoys helping people, building relationships, and creating exceptional client experiences.

This isn't an administrative role. It's an opportunity to help shape how our clients experience Xposeyour, from the very first conversation through successful delivery. If you're naturally proactive, organized, curious, and enjoy bringing order to moving pieces, we'd love to meet you.

About the Opportunity

This is a **part-time W-2 position** averaging **10–15 hours per week**.

We're intentionally building our team before we're overwhelmed because we believe great companies are built proactively, not reactively. Initially, your focus will be maintaining momentum with prospective and existing clients, coordinating next steps, organizing information, and ensuring every client feels supported while every opportunity continues moving forward.

This is a **hybrid position** with the flexibility to work primarily remotely. However, we strongly prefer candidates located in or near the Columbus, Ohio area, as we believe some of our best collaboration happens when we're able to occasionally meet in person for planning sessions, brainstorming, client meetings, and team collaboration. As our company grows, we expect this role to grow alongside it, with opportunities for increased responsibility, hours, and compensation based on business needs.

Here's How You'll Make an Impact

Build Relationships: Create an exceptional experience for prospective and existing clients through thoughtful communication, professionalism, responsiveness, and genuine care.

Create Momentum

Own the follow-through that keeps business moving.

Responsibilities include:

- Following up with prospective and existing clients
- Coordinating meetings and next steps

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- Scheduling discovery calls, client meetings, and implementation sessions
- Preparing meeting materials and agendas when needed
- Maintaining accurate CRM records and client information
- Ensuring nothing falls through the cracks

Support Client Success

Support client onboarding, product demonstrations, implementation activities, and ongoing communication to help ensure every client feels informed, supported, and confident throughout their experience.

Capture Client Insights

Every conversation provides valuable insight.

Document client feedback, identify recurring themes, capture opportunities for improvement, and share observations that help strengthen our services, programs, and technology solutions.

Contribute Beyond the Role

As a growing company, everyone contributes beyond their job description from time to time. We're looking for someone who enjoys improving processes, organizing information, building repeatable systems, and contributing ideas that make the company stronger.

You're Probably a Great Fit If You...

- Naturally take ownership.
- Follow through without being reminded.
- Enjoy building relationships.
- Love bringing order to moving pieces.
- Notice details others often overlook.
- Ask thoughtful questions because you're genuinely curious.
- Communicate professionally and confidently.
- Enjoy learning new things.
- Like variety and don't mind wearing multiple hats.
- Want to help build something meaningful.

This Role Probably Isn't the Right Fit If You...

- Prefer being told exactly what to do every day.
- Dislike following up or building relationships.
- Prefer routine over variety.
- Wait for problems instead of anticipating them.
- Are looking for a position where every day looks the same.

What Success Looks Like

Within your first few months, you'll help ensure:

- Prospective clients receive timely follow-up and remain engaged.
- Existing clients feel supported and well cared for.
- Meetings are coordinated and prepared.
- Client information stays organized and current.
- Nothing falls through the cracks.

- Opportunities continue moving forward.
- Valuable client insights and recurring themes are captured and shared to help strengthen our services and technology solutions.
- Processes become more organized, scalable, and efficient over time.
- You proactively identify opportunities to improve the client experience rather than waiting to be asked.

Most importantly, success in this role isn't measured by how busy you are. It's measured by the momentum you create for our clients and our company.

What We Offer

- Part-time W-2 position (10–15 hours per week)
- Flexible work schedule
- Competitive pay of **\$25–30 per hour**, depending on experience, demonstrated ability, and overall fit
- Hybrid work environment with the flexibility to work primarily remotely
- Opportunity to work directly with the founder
- Meaningful work where your contributions have a visible impact
- Opportunity for increased responsibility, hours, and compensation as the company grows

How to Apply

If this opportunity sounds like a great fit, we'd love to hear from you.

Complete the [Linkedin Application](#). Then, please email your résumé along with a brief note (500 words or less) telling us:

- Why this opportunity caught your attention.
- Why you believe you'd be a great fit for this role.

Email: admin@xposeyoursolutions.com

We look forward to hearing from you!