



LRAP is looking for a Client Service Manager

You're looking for more than just a job. You want to be part of something bigger. You want to be part of a company with a strong mission, dedicated to providing a social benefit. Does that sound like you?

Why join LRAP? At LRAP Association, we help students enroll in the college of their choice with the peace of mind to know that if their income after graduation is low, we'll help them repay their student loans. Noble, isn't it?

LRAP is a fast growing company looking for a smart, forward-thinking problem solver with drive and integrity to help us fulfill our mission of helping students and colleges. We need a Client Service Manager who has a **dedication to client service** and a **passion for higher education** and is a quick-learner with a can-do attitude. You will have an opportunity to grow in this position as our Client Service team is expanding.

LRAP Association provides our unique, innovative Loan Repayment Assistance Program to colleges and universities across the country. The Client Service Manager will be based in their home office located within a 60 miles radius of Morganton, NC.

The responsibilities of the Client Service Manager include, but are not limited to:

- Supporting our Vice President of Client Service & Sales in bringing on new clients and serving existing clients.
- Building and solidifying relationships with existing clients by providing exceptional ongoing care.
- Coordinating client service activity as well as delivering product news, updates, and training materials to client contacts.
- Making outbound phone calls to prospective and current students of our partner colleges (approximately 5-10 hours per week).
- Tracking and managing client engagement through our CRM system.
- Planning and scheduling client events.
- Travel opportunities to visit current and prospective clients.

Qualifications:

- 1-5 years' experience in higher education is preferred. Experience as an Admissions Counselor at a college or university is a plus.
- Strong dedication to client service, teamwork and integrity.
- Excellent written and verbal communication skills.
- Self-motivated. Team-player. Detail-oriented. Organized. Problem-solver.
- BA/BS degree required. Additional education and/or certifications is a plus.
- Proficient with Microsoft Office.

About LRAP

LRAP Association provides a powerful response to every student and family who questions whether college is worth it. LRAP helps colleges assure students of their freedom to follow their highest ambitions after graduation. If a student graduates to a modest income, LRAP helps them repay their educational loans. With LRAP, colleges can confidently articulate their value and more successfully reach recruitment, retention and revenue goals. LRAP is a private company, serving the public good.