



Position: Client Onboarding Analyst

Location: Washington DC area

Contact: careers@theoutpost.com

Join The Outpost as a Client Onboarding Analyst and Help Us Redefine Federal Market Success!

Are you ready to work in a high-impact environment where your efforts create lasting value for startups breaking into federal markets? At The Outpost, you'll do more than just join a team—you'll help shape the trajectory of companies scaling from \$0 to \$30M+ in government revenue.

This in-person role is based in our dynamic Alexandria, VA office.

Who We Are

At The Outpost, we're not your typical consulting firm—we're a boutique advisory and technology accelerator focused on driving innovation at the intersection of Technology, National Security, and Capital.

Our team of 25 is small but mighty, with an entrepreneurial spirit that embraces bold ideas and transformative impact. Together, we tackle urgent challenges, redefine what's possible, and have fun doing it.

What You'll Do

As a Client Onboarding Analyst, you'll play a pivotal role in ensuring a seamless and exceptional experience for startups joining The Outpost. You'll act as the bridge between sales and delivery, ensuring clients are set up for success from day one.

Here's a glimpse at what you'll do:

- **Streamline Client Transitions:** Manage the onboarding process to ensure smooth handoffs from sales to delivery teams.
- **Develop Customized Plans:** Collaborate with clients to identify their goals, define key milestones, and establish expectations.
- **Optimize Processes:** Continuously improve our onboarding framework for maximum efficiency and client satisfaction.
- **Data-Driven Insights:** Track onboarding metrics and provide actionable insights to enhance client engagement.

- **Client Advocate:** Act as a trusted partner to our clients, anticipating their needs and delivering proactive solutions.
 - **Tech Tools Mastery:** Leverage tools like ClickUp, Hubspot, and custom CRMs to track and manage onboarding progress.
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What Makes You a Great Fit

You're passionate about delivering exceptional client experiences, thrive in fast-paced environments, and love solving complex challenges.

Must-Have Skills:

- 1+ years of experience in client onboarding, account management, or a related field.
- Strong organizational and project management skills.
- Stellar communication skills with an ability to build rapport quickly.
- A knack for problem-solving and a proactive mindset.
- Comfort with using tools like Hubspot, ClickUp, or other CRM/project management systems.

Bonus Points If You:

- Have experience working with startups, defense contractors, or the DoD.
 - Understand federal contracting processes and enterprise/government sales cycles.
 - Thrive in roles that blend operational efficiency with client-facing responsibilities.
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Why The Outpost?

- **Mission-Driven Work:** Be part of a team dedicated to bringing the best tech to the government faster.
 - **Collaborative Environment:** Work alongside driven professionals who value innovation and impact.
 - **Growth Opportunities:** Develop your skills and advance your career while making a tangible difference.
 - **Immediate Impact:** Your work here will matter from day one.
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Ready to Join Us?

If you're ready to combine hustle with purpose and thrive in a role where you're the linchpin of client success, we want to hear from you!

👉 Check us out: www.theoutpost.com

Apply today and help us shape the future of government tech.