# THE **JDXPERT**NEWSLETTER

# NEW YEAR, NEW CEO, NEW FOCUS!

*Moving forward into 2021, we leave behind a very challenging year – but it was not without its triumphs and a few massive strides forward. Let's have a look at what we've accomplished and where we're headed!*

### New CEO: Andrew Ellerhorst joined JDXpert in late August 2020

In 2020, we welcomed Andrew Ellerhorst as our new CEO. Taking over for Mitch Stephens, Andrew had big shoes to fill, but it's a job he embraced with great enthusiasm and passion. JDXpert has thrived under his leadership. His experience and

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background in finance and product management parlay into a solid vision for JDXpert's future. Combine that with his trademark optimism, approachability, and innovative thinking, and we're confident we've got the right person in place to lead us into the future.

"Our company has grown significantly in the last few years, and we're going to continue to invest in that – but never at the expense of customer service or employee happiness. Maintaining our culture and continuing to help our customers overcome challenges remain our prime motivations."

To learn more about Andrew's, check out his [September press release](#).

## Things We Focused on In 2020

New Interface! Inspired by feedback from customers, partners and other stakeholders, we embarked on an ambitious project to instill a more intuitive design and simplified user experience into our job description management platform. We were able to migrate 180+ forms in this initial release and will include others in subsequent releases. Throughout the project, our team worked hard to conserve the integrity of the system while enhancing its visual appeal.

RE-imagined Partnership with PayScale. As the industry leader in compensation data and technology, PayScale helps organizations #getpayright. They understand that job descriptions play a vital role in cultivating talent and reducing risk and have teamed up with JDXpert to be the exclusive job description software provider for their customers and are now selling MarketPay Jobs (JDXpert's job description management tool) under the PayScale banner.
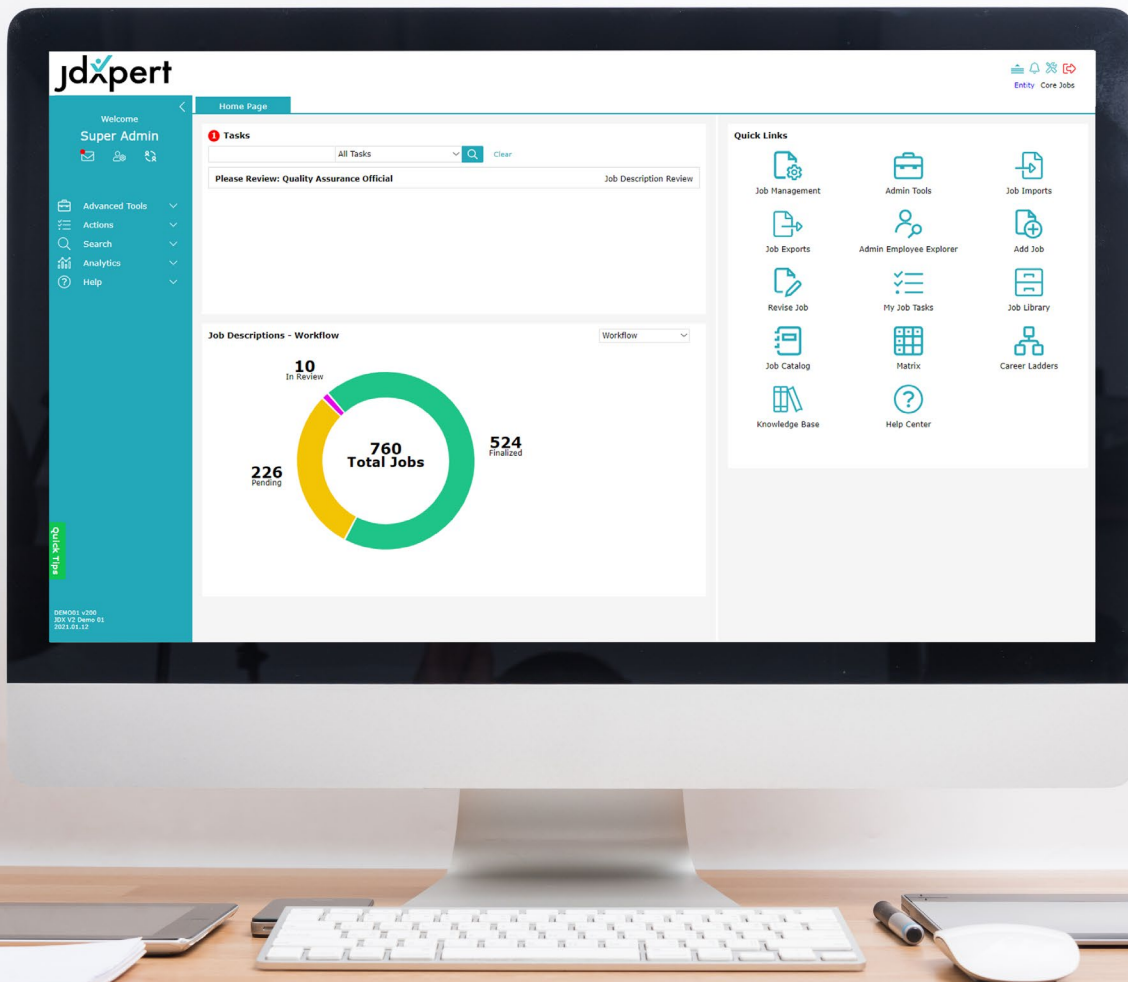
**Our Vision For 2021**

Although 2020 was challenging because of the COVID health crisis, there have been many bright spots despite it all.

As our CEO so succinctly put it, "Along with the chaos of 2020, there have also been some good moments. With any challenge, there is also the opportunity to overcome. As a team, we have many things to be proud of and celebrate. We grew our customer base this year, expanded our team, brokered a new partnership with PayScale, and completed our brand new UX/UI with V2."

So what does the future hold for JDXpert? Here's where our attention currently lies:

- **New User Interface Release**. With a new year comes a new interface and user experience. We know there's plenty to love about V1, but V2 delivers a fresh new look that's cleaner, simpler, and more intuitive. To ensure implementation and migration success, we developed a new training program to provide users with everything they need to get the most out of the platform. We're working hard to give you the tools you need to make your job descriptions easier to manage and more impactful. To learn more about V2 (available now to new customers and rollout to current customers starting in April 2021), read our blog post, Function Meets Design: Introducing JDXpert V2.

- **New Pricing Tiers.** We've generally focused on the enterprise until now, but we realize that small-to-midsize organizations also struggle with job descriptions! We now offer two lower-priced plans (JDXpert Basic and JDXpert Pro), priced to make our solutions viable for just about any company.

# SUCCESS STORY

## JDXpert Helps Rite Aid Achieve Extraordinary Business Value, Improving Collaboration and Reducing Timelines

### Overview
Rite Aid is the third-largest drug store chain in America and a leader in the retail healthcare space. They employ more than 51,000 associates in 2,500 stores across 19 states.

### The Problem: Complexity, Inefficiency, Compliance
Rite Aid is always recruiting talent, from entry-level store personnel to healthcare professionals and C-suite executives. Job descriptions were a constant source of frustration as they existed on multiple databases, shared drives, excel spreadsheets, and various other formats, platforms, and on individual employees' computers. As a result, managing job descriptions was neither manageable nor sustainable.

Collaboration was cumbersome, as job descriptions needed to be shared with multiple contributors and could not be completed without an inordinate amount of back-and-forth. Creating new job descriptions was incredibly time-consuming because there was no clear path to completion. As a result, inconsistencies were commonplace, and from a leadership standpoint, it was clear that they were missing opportunities.

Compliance was also a critical concern. Once job descriptions were created, they had to be benchmarked against FLSA standards to ensure they met basic requirements – a time-intensive process, as if specific points were unmet, it could put them in breach of regulatory frameworks.

**The Solution**
JDXpert was chosen by an independent consulting firm that Rite Aid had worked with on their job catalog, job descriptions, and career paths.

Before implementing JDXpert, multiple people contributed to the work from different parts of the business and with varying levels of expertise. JDXpert enabled them to bring all components together and got everybody working in one direction, with a single vision of the truth and a clear path from start to finish. From management to recruiters, business partners, executives, and compensation, there is now no ambiguity about who owns the process or who makes the changes. Everybody works together, and each stakeholder has a role to play.

By implementing the JDXpert workflow, Rite Aid shrunk their timelines to 75 percent over their previous process, ensuring their job descriptions are created, budgeted, and posted quickly.

There are many eyes on job descriptions in healthcare because of professional requirements and certifications for certain positions. Compliance is no longer a concern with JDXpert, as FLSA benchmarking is enabled during the creation process. The FLSA feature ensures that the finished job description immediately satisfies all compliance concerns right down to the most stringent regulatory details – a huge win for the Rite Aid team.

JDXpert also assures compensation is accurate to benchmarked pay grades for each job, even from a geographical standpoint, ensuring they send the right message to candidates.

# RITE AID

- 3rd largest drug store chain in America

- 51,000 Associates

- 500 stores 19 states

**Company Bio**
Since 1962, Rite Aid Corporation has been building a strong presence on both the East and West Coasts, making them one of the nation's leading drugstore chains.

*"In short, JDXpert has revolutionized what we do here every day. It's changed and improved our processes for documenting, communicating, and assuring compliance at every stage. It's simple to deploy, simple to use, and their customer support is second to none. If you don't have a tool like this, you don't know what you're missing."*

*Brad Robinson, Director, Compensation, Performance and Mobility*

**Success**
JDXpert was implemented across the entire organization, facilitating collaboration between all stakeholders and business partners, improving the quality of their job postings, and shortening timelines by 75 percent – for about 20 percent of the cost of other tech solutions or consultancy-based services.

The JDXpert workflow integrates seamlessly into their system. As the job description

process progresses, notifications are pushed out to personnel when it's time for them to contribute; it's a simple but effective way for the HR team to interact with executives and show the time and care they put into supporting their work.

HR generalists are responsible for many tasks, including payroll compliance, talent management, assessments, performance management, compensation, and more. JDXpert gives them a robust toolkit to manage all these functions so they can spend more time proactively engaging in strategic tasks and building value. It's like "having an additional staff member or consulting partner at a fraction of the cost."

Rite Aid also deals with a lot of recruiters, and JDXpert has improved that process as well. Instead of spending time creating job postings, recruiters receive a final product they can run with, closing the gap in the time it takes to fill open positions.

Finally, with so many critical concerns facing the HR industry—such as gender equality, pay equity, and so on—JDXpert is an integral tool. It assures you have the right people in the right jobs with the right skills and certifications, simplifying these processes and ensuring every candidate or potential candidate is treated fairly.

# THE FUTURE IS HERE

## V2 Update

We're excited to have officially rolled out JDXpert V2 to new customers and on track to begin releasing it to existing clients beginning in the 2nd quarter of this year.

Besides our new look and feel, we created exciting new processes designed to give you more control over your system and greater ease of use for you and your associates.  Here are just a few...

### Getting Started
Easily begin navigating through JDXpert with our new onboarding course.  This LMS will guide you through configuration of your site, workflows, imports and exports, and site navigation—all at your fingertips within your JDX site.  You can easily find what's important to you, and each module is under 10 minutes!

### The Express Editor
Have you ever just wanted to go into your system to make a quick change to your choice list or perhaps a caption or maybe just get an idea of other possible fields to include or formats to use but were uncomfortable going into the master template?  There is nothing left to fear, as our Express Editor makes it easy for you.  With just a click, you can select the building blocks that work for you, determine who should see or edit those fields, and define the values for that field—all without Support intervention!

### New Filters
Our new filtering options are much more attuned to your experience on other websites.  Stacking filters will allow you to hone the results you are seeking quickly and easily.  You can create filters on the fly to pull the data that's important to you.
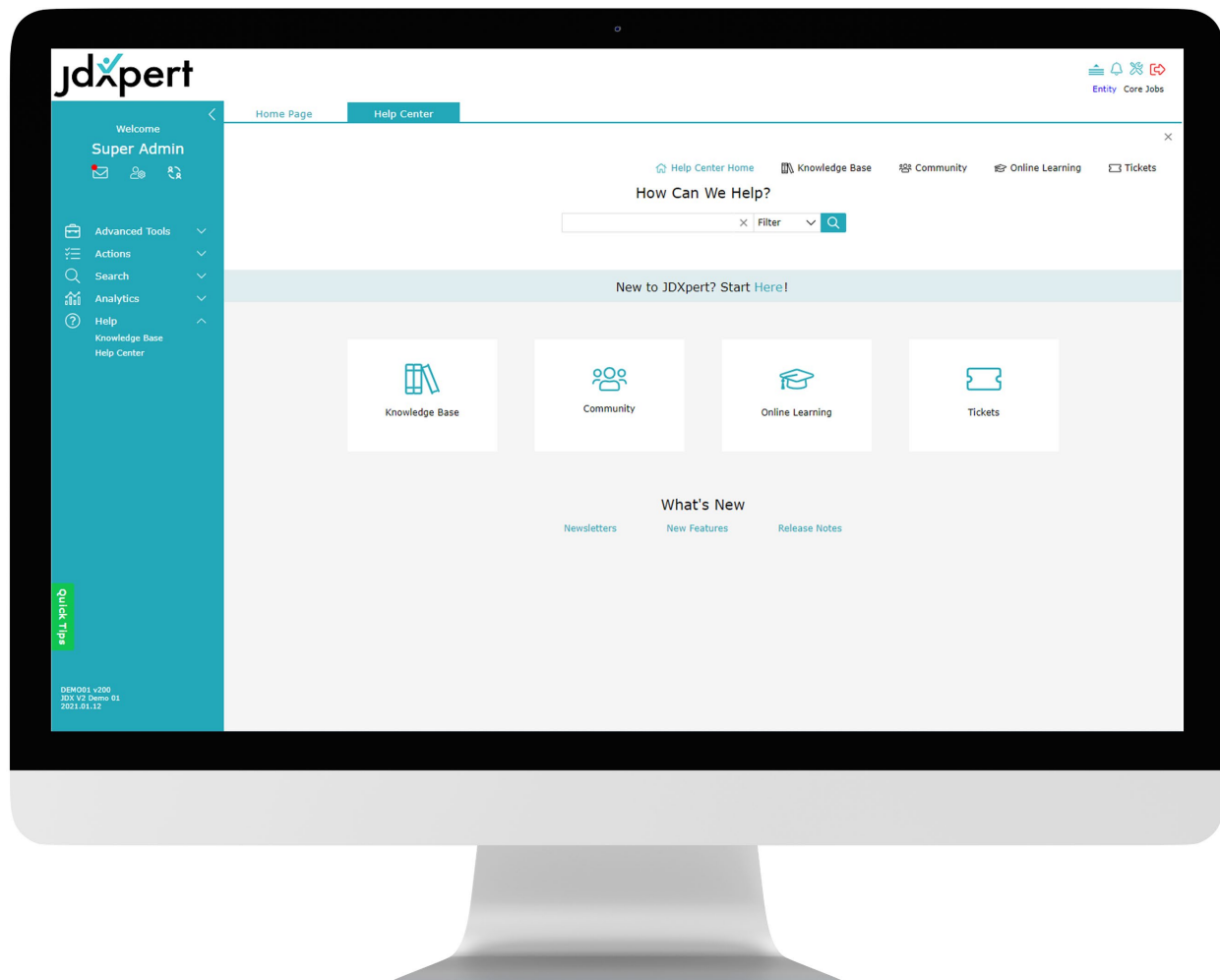
## Help Center
In a single click from your dashboard, you can access our Knowledge Base (updated with current V2 articles), our JDXpert Community, our current training courses, and our Support team! If you want to learn about our new features or review the latest release notes, look no further! Any information designed to help you with JDXpert can be found in the Help Center!

We are confident that once you upgrade to V2, you will see how these new tools—and more--will make your job easier and job description management more efficient.

## ... and More to Come
As we strive for ways to bring the most value to our customers, we have added an upgraded LMS training program to our roadmap. This new V2 LMS training curriculum is currently under development and will be level-based so that you can choose which training option(s) works best for your users, starting with Level 1 for your managers and employees up to Level 4 for your JDX system administrators. All standard LMS training is provided to JDXpert customers at no additional cost.

*If your organization is interested in being placed on the list to move to JDX V2 as an early adopter, please notify Jen Ianniello at success@hrtms.com.*



*V2 Help Center*

# GET TO KNOW JEN IANNIELLO

## Manager, Customer Success

*To learn a bit more about Jen, we set up a Q&A session. Here are her answers.*

**How long have you worked for JDXpert and what is your role at the company?**
I've been with JDXpert for 2 ½ years as Manager, Customer Success

**What does a typical day look like for you?**
At work, my typical day consists of meeting with customers, managing our customer success program. I also try to make time for wellness, both physical and mental, as I find that an important element for maintaining balance.

**What do you enjoy most and what do you find the most challenging about your role?**
I enjoy when customers achieve their goals using JDXpert and see the value & time savings the tool brings to their organization. The most challenging, yet most fulfilling part of my job, is making sure that I accurately translate the needs and desires of our customers to the leadership team. It's important to me that I be their voice so that we can continue to bring them a product they love. Currently, I'm also working on ways to increase customer engagement and have been enjoying, yet challenged by, how to get our customers more involved in sharing insights with their peers so that other companies can benefit from the knowledge they've accumulated over their engagement with JDXpert. Programs I'm hoping to accelerate in the coming months are our Advisory Council Program, Community Forum and Lunch & Learns with the goal of those programs spawning an active User Group. (If you're interested in helping us build these programs, email me at success@hrtms.com; I love feedback!)

**Do you have a motto or personal mantra?**
"Work for cause, not for applause. Live life to express, not to impress. Don't strive to make your presence noticed, just make your absence felt." – Unknown

**If you won the lottery, what is the first thing you would do?**
After getting a financial advisor, I would buy an island!

## EDITORS

**Jen Ianniello**
Manager, Customer Success

**Ashley Johnston**
Marketing Director

***Contact Jen Ianniello at [success@hrtms.com](mailto:success@hrtms.com) with any questions.***

**What lesson or lessons have you learned thus far from working at JDXpert?**
I have learned how vital job descriptions are to an organization, no matter the size. I have also learned the difference between the job description and the job posting...they are not the same thing! As far as what I've learned from my experience here at the company, I've been fortunate to be a part of a great team dedicated to innovation and personal/team growth.

**What would you do (for a career) if you weren't doing this?**
I would be in Organizational Development. Change management, training and employee development are my passions!

**When you have 30 minutes of free-time, how do you pass the time?**
Either yoga, crocheting, baking, or spending time with my family.

**If you could learn to do anything, what would it be?**
Kickboxing

**Is there anything people might be surprised to learn about you?**
I have hiked Mt. Washington...twice & co-piloted a skydiving plane.