



CAREER OPPORTUNITIES

Job Description: Partners and Alliances Manager Europe

WELCOME TO PCI PAL

PCI Pal is a leading provider of SaaS solutions that empower companies to take payments securely, adhere to strict industry governance, and remove their business from the significant risks posed by non-compliance and data loss. We are integrated to, and resold by, some of the world's leading customer experience and business communications vendors, as well as major payment service providers.

We are currently looking for a Partners & Alliances Manager, based in Europe to lead our partner recruitment, enablement, and management in the region.

THE OPPORTUNITY:

To be successful in this role you will be a passionate partner advocate with experience building, managing and enabling a partner ecosystem that sells B2B cloud services. Working with the US-based VP Partners and Alliances, you will support and grow indirect revenue through PCI Pal's partner ecosystem.

YOU WILL BE RESPONSIBLE FOR:

- Manage, maintain, and grow existing PCI Pal partnerships in the region. Including full engagement with existing global partner's businesses and teams across Europe to drive customer retention and pipeline growth.
- Supporting the VP Partners and Alliances in the prioritization, recruitment and acquisition of new partners in the region.
- Support partner's own sales teams to drive new business deals through the sales pipeline
- Coordination of onboarding and enablement activities to ensure PCI Pal products and solutions are clearly communicated and understood by all partners.
- Helping to develop and execute short and long term partner strategies to allow PCI Pal achieve its ambitious revenue targets.
- Cross-functional and holistic dissemination of new and ongoing partner requirements to departments across PCI Pal, including engineering and development teams, marketing, customer success, and sales.
- Manage and maintain PCI Pal's marketplace presence with numerous partners operating in the region (such as Genesys AppFoundry and AWS Marketplace). Ensuring PCI Pal remains first choice provider for secure payment solutions.
- Schedule and support partner QBRs, roadmap discussions and other activities to increase engagement levels, pulling in required team members from other departments as needed.
- Produce Partner reports and metrics to demonstrate stack ranking, and identify areas for improvement.
- Produce scorecards and associated metrics to assess partner performance.
- Representing PCI Pal at industry and partner events, and virtual sessions, to include occasional speaking engagements.
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- Keeping up to date with advances in customer experience, infosec and card payments markets, and be able to share and communicate these changes with a varied audience
- Other tasks as needed to support the sales and implementation process for new customers.

WE WANT TO HEAR FROM YOU IF YOU:

- Have experience selling contact center, payment or B2B cloud software solutions through business partners.
- Ideally have an appreciation of UCaaS/CCaaS service providers (Genesys, 8x8, Talkdesk, NICE) .
- An understanding of contact center technologies, including telephony, connectivity, and desktop applications.
- Are self-motivated, passionate, and determined, with a desire to overachieve.
- Ideally have an understanding / appreciation of PCI DSS, data and/or payment security, and compliance.
- Are an excellent communicator with a passion for learning, able to gain knowledge quickly in a fast-moving marketplace and share this with audiences.
- Can identify and manage sales opportunities through the entire process, from investigation, demonstration, reviews and onboarding.
- Use Salesforce to track and manage accounts, and generate reports to view forecasts and results.
- Ideally are degree qualified or with similar level experience.
- You speak English fluently to a business level; and it would be an advantage if you also spoke either French and/or Spanish to the same level of business capability.
- Cross-border travel will be a requirement and so candidates should be able to travel easily across Europe.

IN RETURN WE OFFER:

- 25 days holiday
- Hybrid or remote working options – you choose
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- “Work from anywhere” 2 weeks per year policy
- Reward, benefits and wellbeing hub (offering support, discounts, cashback and savings)
- Training and development opportunities
- Ad-hoc team events, incentives and competitions

TALK TO US:

If you have any questions or want to find out more, we'd love to hear from you.

Please contact the People Team people@pcipal.com