



## CAREER OPPORTUNITIES

### Job Description:

# Partners and Alliances Manager

#### 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 worlds' 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 ANZ 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 cloud services. Working with the VP Partners and Alliance, you will support and grow indirect revenue through PCI Pal's partner ecosystem.

#### YOU WILL BE RESPONSIBLE FOR:

- Supporting the VP Partner and Alliances in the prioritization, recruitment and acquisition of new partners in the region.
- 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 dissemination of new and ongoing partner requirements with Engineering and Development teams.
- Manage and maintain marketplaces, (for example, Genesys AppFoundry and Amazon) to ensure PCI Pal remains first choice provider for PCI solutions
- Schedule and support partner QBRs, roadmap discussions and other activities to increase engagement levels.
- Produce Partner reports and metrics to demonstrate stack ranking, and identify areas for improvement.
- Produce score cards and associated metrics to assess partner performance.
- Representing PCI Pal at industry and partner events, and virtual sessions, to include occasional speaking engagements.
- Keeping up to date with advances in AI, customer experience and card payments industries, 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.



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### WE WANT TO HEAR FROM YOU IF YOU:

- Have experience selling contact center, payment or cloud software solutions through business partners.
- Ideally have an appreciation of telephony platform providers (example, Avaya, Cisco, Genesys) and UCaaS/CCaaS service providers (8x8, Genesys, InContact, Talkdesk) .
- 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 of PCI DSS, data and/or payment security, and compliance.
- Are excellent communicators 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.

### 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](mailto:people@pcipal.com)