



CAREER OPPORTUNITIES

Product Manager – Growth Team

WELCOME TO PCI PAL'S PRODUCT TEAM

PCI Pal is a fast-growing company, with compound annual revenue growth exceeding 40% for the last 5 years, providing SaaS-based solutions that enable businesses to take secure and frictionless payments in their organization and to step confidently into a more digitally diverse future.

We enable contact centers around the world to deliver a payment experience that customers trust, allowing them to use their payment method of choice, over any channel, in a highly secure and compliant manner. Today PCI Pal has more than 700 customers globally.

PCI Pal is the market leader in cloud solutions in its market which has led to the company being the preferred secure payment solution for many globally recognized brands as well as being resold extensively across our market leading partner eco-system. PCI Pal partners include many of the world's leading business communications vendors and payment providers such as Genesys, Zoom, Talkdesk, Amazon, Vonage, 8x8, Worldpay and many more.

We are looking for a successful, determined, and self-motivated product manager based in the United Kingdom within commutable distance from London to join our international team.

THE OPPORTUNITY

We are seeking a dedicated and resourceful Product Manager to join our Growth Team, primarily focusing on integrating new Contact Center as a Service (CCaaS) and Unified Communication as a Service (UCaaS) partners and maintaining and improving existing integrations.

This role is crucial in enhancing our market presence and ensuring our innovative products reach a wider audience through effective integration and distribution strategies.

Reporting into our Lead Product Manager – Growth Team, you will play an integral role in helping PCI Pal further develop its channel distribution strategy in a maintainable and scalable way.

You will have the opportunity to collaborate with talented colleagues across multiple teams including Sales, Marketing and Partners teams.

PRIMARY RESPONSIBILITIES

- Lead the integration of new CCaaS and UCaaS partners, coordinating between partners and internal teams to ensure smooth and efficient product rollouts.
- Work closely with the core product team to understand product specifics and tailor integration strategies that align with partner capabilities and market demands.
- Develop and implement comprehensive integration project plans, including timelines, milestones, risk assessments, and resource allocation.
- Own the product backlog for the growth team; this includes writing up and refining tickets with the engineering team, telephony architects and other technical stakeholders as needed.
- Facilitate communication across teams, ensuring alignment on project goals, progress, and outcomes.
- Manage and enhance relationships with existing partners' stakeholders to optimize product distribution and performance.
- Drive continuous improvement of integration processes and strategies based on partner feedback and performance metrics.



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- Work with product and product marketing leadership to identify trends, opportunities, and challenges in the partner ecosystem.
- Prepare and present regular performance reports to leadership, highlighting successes, areas for improvement, and recommendations.

WE WANT TO HEAR FROM YOU IF YOU HAVE:

Essential **Desirable**

3+ years' experience as a Product Manager within a SaaS technology environment	✓	
Excellent project management skills, with a track record of successfully managing large-scale integrations	✓	
Exceptional interpersonal and communication skills, capable of working with cross-functional teams and external partners	✓	
Strategic thinker with a strong analytical mindset and problem-solving capabilities	✓	
Self-motivated and able to thrive in a fast-paced, dynamic environment		
Are based in the UK within commutable distance from London, and able to meet up with PCI Pal teams weekly in London. You must also be able to occasionally travel within the UK or internationally to meet partners	✓	
An understanding of CCaaS/UCaaS solutions, industry trends, key players and emerging technologies		✓
An understanding of payments technology (for example utilizing APIs for connectivity to third party services such as payment gateways, open banking service providers, etc)		✓
Understanding of security and compliance related to payments such as ensuring that payment systems adhere to the Payment Card Industry Data Security Standard (PCI DSS), data encryption and tokenization, fraud detection and prevention		✓

IN RETURN WE OFFER

- 25 days holiday, rising to 28 days per annum with length of service
- Medical, dental and optical insurance cover
- Work from home or Hybrid (depending on location)
- An exciting and flexible working environment surrounded by friendly and committed co-workers
- "Work from anywhere" 2 weeks per year policy
- Training and development opportunities
- Access to an employee assistance programme and wellbeing support hub
- Rewards platform (offering discounts, cashback and savings)
- 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