

Career Specification – Partnership Manager

Partnership Manager

SprintHive is offering the right candidate a great opportunity to join a fast growing South African fintech that enables seamless and innovative end-to-end customer onboarding services that drive conversion rates, prevent fraud, reduce risk and costs. SprintHive provides automated and easy to implement solutions that fully onboard a new customer in under two minutes. You'll be surrounded by smart people who are passionate about cloud computing and believe that world-class support is critical to customer success.

Our Partners are growing, and we are looking for another Partnership Manager to join the Partnership and Operations team. This team member needs to have great communication skills, be professional, customer facing, super organised, great attention to detail, solution orientated and keen to learn. This team member needs to be passionate about managing partnerships, display both patience and energy, with an eagerness to learn about and understand the valuable Services that SprintHive offers to our partners. The candidate needs to be open to travelling within South Africa for partnership visits, onboarding and training partners, including proof of concept and go-live support.

Responsibilities will include:

1. Dealing with all day-to-day engagements and queries with our existing and new partners.
2. Building and maintaining relationships - partnership & internal relationships.
3. Excellent verbal and written communication skills both externally and internally.
4. Constantly managing partners and internal team expectations.
5. Agent & Team Leader Training on our Services (typically for a proof of concept or product go-live).
6. On Call support for partnership related queries (e.g. user access requests & product queries), including providing user access and password resets.
7. Preparing draft quotes.
8. Preparing and delivering monthly access reports.
9. Preparing and delivering Partnership Reports & Product Performance Reports.
10. Partner Project Management.
11. Represent SprintHive at Partnership Meetings.
12. Work closely with the broader SprintHive team to deliver a seamless partnership experience.
13. Assist with the review and input into Partnership Agreements.
14. In summary "All things Partnership Related".

Requirements

Previous experience in partner/client management.

Experience in the financial services industry, product and technology knowledge will be an advantage.

Location

Based in Johannesburg