

## JOB DESCRIPTION

**POSITION:** Senior Platform Services and Strategy Manager

**REPORTS TO:** Director of Platform Services

**WORK SCHEDULE:** Standard business hours, Monday through Friday, with a willingness to monitor email and other systems during nonbusiness hours in case of a critical matter. Additional hours may be occasionally required in order to meet time- sensitive deliverables and deadlines.

**JOB SUMMARY:** The successful candidate will engage and collaborate with internal stakeholders, clients, and vendors to continually assess satisfaction and identify opportunities to improve our technology solutions, with particular focus on expanding the capabilities of and simplifying external engagement with the Open\*CP Fintech API Marketplace. We are looking for an individuals with proven experience and superior skills in listening to user needs and translating those into executable internal project plans, statements of work, and product/feature roadmaps.

**WORK LOCATION:** 420 W. 4<sup>TH</sup> ST.  
Dell Rapids, SD 57022

**CONTACT:** Amy Lueck (alueck@central-payments.com)

**ABOUT US:** Visit <https://www.central-payments.com/our-story> and [fallsfintech.com](https://fallsfintech.com)

**TO APPLY:** Visit <https://www.central-payments.com/careers>

**TRAVEL:** Post-COVID travel is expected to average 1-2 trips per year, ranging from 1-2 nights/trip. If the candidate is remote, an additional 2-3 trips per year to and from Central Payments' locations may be necessary.

### Qualifications:

- Tertiary qualifications in computer science, project management, product development, or similar discipline

### Required Skills:

- Strong listening, written, and oral communication skills
- Strong organization and time management skills
- General understanding and comfort with APIs and integrations of independent systems.
- Ability to prioritize and negotiate tradeoffs between development and stakeholder teams with regard to product development and release timelines
- Ability to think through complex concepts, anticipate challenges, and stay on top of project demands consistently
- Ability to quickly adapt to and adopt new technologies with respect to how work is managed and organized
- The desire to be part of, and contribute to, a team with a proven ability to work cross-functionally with designers, coders, integrators, and business teams
- Proven track record of taking ownership and successfully delivering results
- Ability to be self-directed
- Ability to work with remote teams

### Education/Experience:

- BS or BA in Computer Science, Information Systems/Technology, Engineering, Business or related work experience
- 4+ years experience in technical writing, project management, or product management roles, with financial services experience preferred but not required.

- Project management certification or experience preferred, with a willingness to pursue additional certification if necessary
- Agile/Scrum certification(s) preferred

#### Key Responsibilities Include:

- Collaborate with Partners and Implementation Managers, as well as other cross-functional stakeholders to translate customer needs into a product by understanding their requirements, managing dependencies, and planning for their future needs
- Liaison with partner services and sales teams to provide SME into Open\*CP capabilities and Gap analysis (Gap between needs of vendor and current functionality offered within Open\*CP).
- Serve as product owner for current platform needs; manage bug tickets and associated SLA compliance, capture requirements for material enhancements, and document incremental enhancements and releases for client consumption
- Break vision into phases, prioritize and drive deliverables to support new product or program launches with third party development and engineering teams
- Communicate progress, value, and blockers to the wider business, including executive leadership
- Identify and creatively solve customer problems in a dynamic environment
- Be able to work closely and effectively with technology staff to help overcome challenges, define milestones, and ensure objectives are met
- Identifies, manages, and communicates risk at each stage of product development lifecycle to relevant parties; creates visibility to these issues as appropriate
- Serves as product expert and assists in the resolution of escalated production issues; files bug fix tickets when needed
- Assess vendor solutions and review demos and capabilities to determine best fit for Open\*CP eco-system.
- Maintains awareness of user trends, preferences and industry developments relevant to the business and product

#### **Tips if You are Contacted to Interview:**

- To save some time, it's easier if you check in prior to visiting us by clicking on this [link](#). *NOTE: Due to health risks associated with COVID-19, suitable masks are required for any face to face contact with Central Payments staff and we will happily accommodate a video interview if you prefer.*
- We highly recommend that you take time to visit our website at [www.central-payments.com](http://www.central-payments.com) and our LinkedIn company page. There are informational videos and links to podcasts under the "Our Story" tab that will help you understand our company, our values, and our approach to "Making Financial Experiences Better".
- Central Payments' primary business is establishing consumer deposit accounts, issuing incentive and rebate cards, and transferring/remitting funds via ACH and other means. Prepaid cards make up a significant portion of our business. If you are not familiar with prepaid cards, we recommend that you purchase a Visa, MasterCard or Discover-branded, general-purpose, reloadable prepaid card (not a gift card) at any retailer, load a small amount of money, register the account/activate the card, login to the account center online, and conduct transactions. While the card you purchase will likely not be issued by Central Payments, it will still help you understand the product in general, its features, and benefits.
- To better understand the traits we look for when interviewing candidates please visit: "[Is Central Payments a Fit for Me?](#)" and what it means to "[Be Essential](#)".