

JOB DESCRIPTION

POSITION:	Partner Solutions Manager
REPORTS TO:	AVP, Partner Solutions, Central Payments
JOB SUMMARY:	The Partner Solutions Manager is responsible for working directly with designated Central Payments partners as the primary contact to help meet program volume targets, ensure partner satisfaction, and identify new growth opportunities.
LOCATION:	Desire for candidates able to work from our office locations in Dell Rapids, SD or Sioux Falls, SD but remote employees will be considered.
CONTACT:	Eric Cotton, EVP, General Manager ecotton@central-payments.com Jo Ann Sowers, VP of Partner Solutions jsowers@central-payments.com
TO APPLY:	Visit www.central-payments.com

Essential Functions:

- Act as the primary liaison between Central Payments (CP), partners, and vendor partners. Manage relationships with the intent to build partner loyalty and enhance relationships through the delivery of the highest level of customer service.
- Act as the subject matter expert and escalation point for daily partner issues and concerns associated with partner programs. Interact extensively with partners' service and operations teams as well as program vendors to troubleshoot and manage the resolution of issues.
- Prepare file notes after any partner meetings, summarizing any additional actions required, including follow-up calls.
- Enhance the product suite by proactively managing, monitoring, tracking, and customizing product offerings. Develop reports, recommendations, and presentations for clients and leadership. Research, analyze, and identify opportunities for product enhancements and revenue opportunities for both CP and partner with strategic goals a consideration. Communicate with, and make suggested solutions to the EVP team.
- Develop close working relationships with team members, vendors, and external and internal partners throughout the organization including but not limited to the operations, implementations, customer service, business development and internal corporate teams, i.e. compliance, finance, information security, business continuity and legal areas.
- Lead routine and ad hoc meetings to discuss and manage partner projects and/or operation process requirements for new, improved or changing product offerings. Facilitate resolutions related to operational issues identifying when solutions should be implemented on a global scale.

- Prepare reports on the budget, sales activity program performance and meaningful updates to be presented to the CBKC Board of Directors and/or Central Payments Governance Committee.
- Coordinate and participate in partner visits, onsite and offsite.
- Performs other duties as assigned.

Required Skills:

- Excellent verbal, written, and interpersonal communication skills.
- Team player able to work effectively in a team fostered, multi-tasking environment.
- Ability to explain complex information in simple terms.
- Understand budgets and forecasting.
- Excellent analytical and problem-solving skills
- Adaptable and willing to learn new things with a keen eye for detail.
- Energetic self-starter with a track record of determination and willingness to go the extra mile.
- Proficient with Microsoft Office applications (including Word, Excel, Access and PowerPoint). Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Strong aptitude with technology including API's, payment processing, cloud based solutions etc. is a bonus.

Education/Experience:

- Bachelor's degree (B.A.) from four-year college or university; or two to four years related experience and/or training; or equivalent combination of education and experience.
- Strong payments knowledge focused on Prepaid & DDA products.

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 and our LinkedIn company page. There are informational videos and links to podcasts under the "Our Story" tab that help you understand our background.
- 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?"](#)