

Partner Success Manager

Description

We are looking for a Partner Success Manager to join our Business Development Team. Your scope will include nurturing and expanding our relationships with key partners and customers. You will serve as the primary point of contact for these partners, ensuring that their needs are met, and their expectations are exceeded. Collaborating closely with our engineering team, you will facilitate seamless communication and support to address any technical issues or concerns that may arise. Additionally, you will work hand-in-hand with our clients to co-design go-to-market (GTM) strategies, driving growth and maximizing value for both parties. We expect you to independently conduct research in your area of ownership, design, implement and document solutions. This role is full-time with a strong preference for candidates located within the broader US or EU.

What You'll Be Doing

Partner Relationship Management: Cultivate and maintain strong relationships with key partners, acting as their trusted advisor and advocate within the company.

Daily Support: Serve as the primary point of contact for partners, addressing their inquiries, concerns, and requests in a timely and professional manner.

Technical Liaison: Collaborate closely with our engineering team to ensure that partners receive the technical support and assistance they need to leverage our products and services effectively.

GTM Strategy Development: Work closely with partners to understand their business objectives and challenges, co-designing tailored GTM strategies that drive mutual success and growth.

Performance Monitoring: Monitor key account metrics and performance indicators, proactively identifying opportunities for optimization and improvement.

Cross-functional Collaboration: Foster strong partnerships with internal teams, including sales, marketing, and product development, to ensure alignment and cohesion in supporting client needs.

Feedback Loop: Gather feedback from partners regarding their experiences, preferences, and pain points, and relay this information to relevant stakeholders to drive continuous improvement.

Market Insights: Stay abreast of industry trends, competitive dynamics, and market developments, leveraging this knowledge to inform strategic decisions and initiatives.

What We Look For in You

3+ years in partner facing and/or customer relationship management role
Driven by passion, curiosity, and desire to make a meaningful contribution to the crypto industry
Very strong project management and communication skills
Focus on cross-team and cross-disciplinary skills that will allow you to work with various teams and stakeholders
Solid understanding of blockchain technology
Ownership mindset and a track record of successfully accomplished projects

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Contacts

Job listing via RemoteOK.com

Hiring organization

Matter Labs

Job Location

Remote – EMEA

Base Salary

\$ 90000 - \$ 180000

Date posted

May 26, 2024

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