

## Partner Relationship Manager – JHB

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### What we do:

Innervation PAN African Payments is a leading PCI-compliant payment and switching business with over 20 years domain experience in providing streamlined, integrated payment solutions and value-added services to all tiers of retailers, as well as the broader financial services sectors in South Africa, Lesotho, Swaziland, Namibia, Botswana, Zambia and Kenya.

### Our **Vision**:







To be the preferred provider and enabler of innovative payment, customer engagement and value added services to retail, financial services providers and mobile network operators in Africa, primarily by utilising our own enablement IP for transaction acquisition and omnichannel integration, that adds value to our customers and their consumers alike.

### Our **Focus**:

We are focused on the following Payment and Customer Engagement Services across all channels:

- Payments
  - Card transaction processing and switching (integrated / standalone terminal)
  - Alternative payments – Mobile / QR / NFC etc
  - Compliance based payment solutions
  - Payment Insights
- Customer Engagement: Gift Card, Virtual Vouchers & Loyalty, e-Receipting, Shopper Marketing & Insights
- Commodity VAS: Airtime & Virtual Products
- Reconciliation and Settlement
- Card and Account Management

## What we believe in:

-  Teamwork
-  Integrity
-  Learning
-  Accountability
-  Innovation
-  Fun

## Job Description

To ensure the acquisition and maintenance of Innervation Partner Relationships to ensure partner sales opportunities are optimised. To increase the overall revenue generation of Innervation through effective partner relationship management by ensuring leads are generated from the partners for the Innervation Sales team in order to maximise sales performance and sales revenue in line with business objectives.

## Duties

Duties will include, but not be limited to:

- Effectively sell the Innervation value proposition to partners and partner clients which results in lead generation and revenue generation in line with predefined targets.
- Displays an awareness of critical macro environmental influences (ie. legal, economic, technological) that underpin Partner Management and action plans.
- Is able to identify and maintain key partner relationships with relevant software companies (predominantly Point of Sale Software Providers in the retail market) whose client base is suited to the Innervation product and service offering.
- Is aware of key competitors and conducts basic comparative analyses of the strengths and weaknesses of competitive offerings to identify channel opportunities and gaps.
- Understands competitive functionality of channel software applications.
- To assist in establishing and implementing relevant and mutually beneficial commercial relationships with partners to ensure that sales leads are optimised for Innervation which result in revenue generation for Innervation.
- Establishes a way to centrally track the effectiveness of the lead generation and partner referrals together with commission or revenue share earnings as a result thereof.
- Identify and maintain relationships with various partner stakeholders including the strategic decision makers and sales teams.

- Understands and stays close to the needs and perceptions of partner's clients by ensuring that the partners are regularly engaged and kept abreast of new product/service offerings, with the intention being to open up the sales opportunities for the Innervation Sales Team.
- Ensures that partner expectations are managed and makes sure that Innervation complies with all contractual obligations, including that of commissions that may have been negotiated. This includes internal processes that need to be implemented in support of commissions paid correctly and to the correct channels.
- Implements partner feedback systems to establish and evaluate partner client satisfaction levels/ demands and concerns.
- Takes the initiative to engage the partner on additional services/products that may enhance and increase Innervation sales.
- Understands and advises the channel of the most optimal integration method taking into account channel's software application.
- Actively develops loyal partner relationships.
- Performs an operational support role for the business by implementing partner relationship and sales tactics that are aligned to and address the Company objectives.
- Understands the features, benefits and critical differentiators of the company product and service offerings compared to competitor offerings.
- Ability to convey the strategic benefits of the Innervation value proposition to the partner and partner clients.
- Ability to and knows when to integrate, package and leverage Company and Group product/service offerings to enhance the partner portfolio.
- Submits partner forecasts and action plans on a weekly basis to ensure that all partner opportunities are leveraged.
- Plans include the following: the current situation
  - target goals
  - the actions steps needed to achieve goals
  - methods of monitoring results and adjusting channel plans where required.
- Assesses the effectiveness of partner relationship plans and the achievement of revenue targets.
- Seeks regular feedback from business partners to ensure that activities are aligned to the business requirements.
- Seeks to continually establish and service relationships with partners to strengthen good co-operative and collaborative working relations to improve the effective and efficient execution of objectives in line with business requirements.
- Leverages partner networks to gain influence and support for work initiatives.

- Demonstrates personal commitment to business partners by fulfilling responsibilities, following partnership agreements, involving others and removing obstacles to team accomplishments.
- Establishes and consolidates good interpersonal relationships by listening to others and objectively considering their ideas and opinions even when they conflict with own ideas.
- Helps people feel valued, appreciated and included in work plans
- Volunteers assistance to help others achieve goals.

### **Key skills and experience:**

- Strong negotiation and selling skills
- Is able to close deals timeously
- Relative Business tertiary studies or qualifications
- Good Account Management and relationship management skills to drive increases in revenue
- Industry knowledge

### **The Package**

- Market related

### **Additional Requirements**

- This position will be based at our JHB Offices however will be responsible for multiple companies in multiple countries, including but not limited to South Africa, Namibia and Botswana

### **Contact**

Suitably qualified applicants are requested to submit a detailed CV by email to [humancapital@innervation.co.za](mailto:humancapital@innervation.co.za). Kindly note that only short-listed candidates, who meet the position requirements, will be invited to participate in an interview.