



Position: Senior Engagement Manager

Department: Client Success

Reports to: VP, Professional Services

Location: Remote

Prepaid Technologies is a fast-growing fintech company that is digitizing business payments by deploying operationally excellent, on-demand, prepaid solutions for a variety of applications and verticals. We have an opportunity for a Full Time Senior Engagement Manager with knowledge of enterprise software products and customer facing experience to join our professional services team. This is an exciting opportunity to learn while playing a role in critical initiatives at Prepaid Technologies.

Position Summary

The Professional Services team deploys and manages the WorkStride platform for enterprise customers across a range of industries. Senior Engagement Managers are at the heart of this team. They own the day-to-day relationship with our customers and are accountable for delivering a best-in-class experience. The Senior Engagement Manager role encompasses project management, relationship management and strategic program design and they play a pivotal role in helping our organization scale as we continue to win in the market.

Responsibilities include, but are not limited to:

- Deliver best in class experience for your customers throughout their journey, including implementation and post-launch
- Deliver multiple concurrent projects and achieve target KPIs for customer happiness, quality, budget and timelines
- Serve as primary point of contact for clients and build strong relationships with key stakeholders, including client program leads, executives, and other influencers
- Lead design discussions with clients to understand business needs and translate into technical requirements
- Serve as a Subject Matter Expert for building and rolling out Channel Incentives or Recognition programs
- Serve as an internal advocate for the customer and manage cross-functional resources
- Contribute to strategic internal initiatives to help the Professional Services department scale

Our ideal candidate will have:

- 5-8 years of experience delivering software projects for enterprise clients
- Experience in consulting, professional services, customer success or related field
- Exceptional client management and communications skills
- Exceptional project management skills with proven track record of managing multiple concurrent projects
- Strong presentation, meeting facilitation, and written communication skills
- Strong technical aptitude
- Strong PowerPoint and Excel skills
- Willingness to travel to customer locations as needed, up to 10%

- Experience consulting to clients in Sales or HR fields is a plus
- Experience with JIRA and Salesforce is a plus
- Bachelor's degree required

Our Culture

The unique culture at Prepaid Technologies is hard to beat, where innovation and a hard-working environment go hand-in-hand with a casual and fun atmosphere. We promote an energetic and team-oriented workplace where collaboration and a results-driven attitude is key to our success.

Our Core Values

- We look for **Solutions** and ask "Why Not?"
- We are **Nimble** and **Creative** and use those strengths to **Innovate**
- We embrace and leverage **Technology**
- We have **Passion** for our work and our customers
- We row together with **Respect** for everyone we work with
- We have **Fun** – life is short

Our Benefits

Prepaid Technologies, Inc. is an Equal Opportunity Employer and provides a competitive, comprehensive compensation package for full-time employees.