



Sr. Manager, Partner Success - UCAN Job Description

Overview

Topps Digital Services, a division of The Topps Company, is a leading platform solution for global Prepaid/Gift Card processing and program management. TDS is licensed to manage programs for Uber, DoorDash, Netflix, Airbnb, Nike, Instacart and many others. TDS provides its digital partners turnkey solutions for monetizing and growing their revenue and brand via prepaid card, pincode and digital solution programs through major retailers and digital distributors across the globe. TDS develops individualized strategic retail rollout plans for its digital partners to maximize revenue, branding and marketing results.

TDS develops unique prepaid card products and delivers them to consumers through a worldwide network of leading retailers and alternative distribution partners across 50+ countries. Headquartered in Los Angeles, California, TDS has additional offices across the US, Mexico, Brazil, Australia, France and the UK. Additionally, the Topps Company has US offices in New York and Pennsylvania, and throughout the world in Argentina, Italy, the UK and Germany.

The TDS culture and business has been built upon an entrepreneurial drive and created by experienced leaders and a team of people that thrive in a fast-paced, dynamic, creative and energetic environment. TDS is looking to complement this team with a Senior Manager of Partner Success as described below.

Job Description

As Sr. Manager of Partner Success for UCAN at TDS, this individual should be able to wear many hats and pay great attention to detail. Acting as a direct support to the Director of UCAN, this individual will be relied on to lean-in with client management and strategy to advance and grow the business. They will also be responsible for assisting in the management of day-to-day activity with TDS clients and various partners. This individual must be able to balance a fast paced work environment and stay organized.

Key Responsibilities

- Facilitate continuous, direct, executive level client communication to provide context, share industry insight, support recommendations and answer questions as needed.
- Identify, negotiate, obtain approval and implement an on-going retail growth plan for each key client. Key areas of focus include, retailers, formats, placement, facings and on-going retail channel marketing and promotions.
- Independently manage task lists and complete those tasks based on priority and deadlines.
- Coordinate regular calls with TDS clients and other partners, as well as lead quarterly and annual business reviews.
- Assist with the day-to-day management of distribution for TDS clients, including:
 - Develop a strong understanding of all TDS client objectives, including their retail strategy

- o Evaluate and recommend promotional opportunities for each TDS client
- o Analyze client sales using the TDS Pulse tool in order to recognize trends and provide recommendations as needed for various distribution channels
- o Optimize footprint of TDS clients in retail, both physical and digital distribution
- Assist the UCAN retail team with implementation of retail marketing initiatives, as needed, including:
 - o Maintaining updated MDF records in all internal tracking documents
 - o Manage/track formal approvals from clients for all required elements
 - o Traffic any required art approvals internally and with clients
 - o Oversee that milestones are achieved by all marketing stakeholders during the process (retailers, activation service providers, clients, etc.)
 - o Monitor in-store execution and capture photos as needed
 - o Analyze/recap results and enter information into all tracking & MDF tools

Requirements

- 3+ years experience in gift cards, retail buying or account management
- Excellent relationship management skills
- Demonstrated ability to communicate, present and influence credibly and effectively with all levels of the organization and clients
- Excellent verbal and written communication skills
- Experience analyzing sales reports and identifying trends
- Proven ability to create and implement strategic plans
- Driven to identify and exceed client needs and expectations
- Strong time management skills with proven ability to manage multiple projects at a time while paying strict attention to detail
- Ability to work independently and as part of a team
- Proficiency in Microsoft Office, Outlook, PowerPoint, Teams and Google Docs
- Comfortable learning new technology
- Bachelor's degree or equivalent

Application

- Provide a resume and cover letter
- Provide salary history and salary expectations