



Senior Manager, Business Support – Merchant Solutions

OPEN TO CANDIDATES IN NORTH AMERICA, LATIN AMERICA, AND EUROPE

The Senior Manager of Business Support will play a pivotal role in driving the success of UATP's Merchant Solutions business, UATP One. This position supports both the Product and Sales teams and is responsible for executing the Marketing Go-to-Market (GTM) strategy. The role requires strong cross-functional collaboration and strategic oversight to ensure internal alignment and operational excellence. This full-time remote position may be in North America, Latin America, or Europe and reports to the Vice President, Merchant Solutions.

Key Responsibilities

- Lead the documentation, implementation, and monitoring of the Marketing GTM strategy, including addressable market analysis.
- Serve as a liaison between UATP One and internal departments such as Operations, Marketing, Legal, Finance, HR, and other UATP business units to ensure strategic alignment.
- Maintain and update internal reporting for UATP One, coordinating with relevant departments as needed.
- Support budget planning and analysis, including revenue forecasting, cost tracking, and sales performance monitoring.
- Assist the Vice President, Merchant Solutions, in preparing business cases, presentations, reports, and other strategic materials.
- Coordinate internal stakeholder contributions for RFP responses.
- Track market trends, competitive activity, and regulatory developments to inform strategic decisions and maintain industry leadership.

Qualifications

- Bachelor's degree in business, marketing, finance, or a related field, or equivalent professional experience.
- Minimum of 5 years' experience in the payments industry, with a focus on GTM strategy execution, stakeholder coordination, market analysis, and budget oversight—preferably within the travel sector.
- Strong analytical skills and attention to detail.
- Proven business acumen and strategic thinking capabilities.
- Proficiency in Microsoft Office; experience with CRM and sales pipeline tools is a plus.
- Fluency in English (written and verbal) required; additional languages are advantageous.
- Ability and willingness to travel domestically and internationally up to 15% of the time.
- Ability and willingness to work flexible hours to support global teams.
- Must reside in North America, Latin America, or Europe and be authorized to work in the country of residence without visa sponsorship.

This job posting is intended to describe the general nature and level of work to be performed by the individual assigned to this position; it is not to be construed as an exhaustive list of all responsibilities, duties, and skills required. Staff may be required to perform duties outside of their normal responsibilities as needed.

For consideration, submit your resume [here](#).

UATP is an equal opportunity employer.