



# Senior Manager, Account Development

Fully remote

U.S. based

As the Senior Manager, Account Development you will be responsible for the growth, retention, and operational success of a defined portfolio of Network Issuers and Merchants which includes some of the world's leading Travel Management Companies, Online Travel Agencies, and technology providers. This is a fully remote, U.S. based position that reports to the Director, Global Network Sales.

## Primary Responsibilities

- Drive portfolio growth from existing non-airline Issuers and Merchants of the Network.
- Achieve portfolio charge volume, transaction growth, retention, and profitability targets.
- Work collaboratively with key stakeholders across UATP's Operations, Marketing, Finance and Sales departments to drive retention and growth.
- Develop, maintain, and grow multi-functional, senior-level relationships to further entrench the UATP value proposition across an expanded contact base.
- Deliver end-to-end project management and execution of operational requirements and new technology solutions for existing clients.
- Lead strategic global projects in multiple markets, conducting needs assessments, and designing go-to-market programs.
- Identify client needs and deliver partnership reviews to provide solutions that address client requirements and deliver value.
- Leverage UATP technology solutions and partnerships to introduce new revenue-generating products & services to client-base.
- Use detailed financial analysis to support business cases for customers and partners while ensuring UATP revenue objectives are met.
- Assess client business processes, technical needs, and analysis of distribution patterns in order to win new and expand existing business.
- Analyze financial data, identify trends, and develop program roadmaps and growth strategies.
- Provide strategic recommendations and solutions to assist clients in optimizing their issuing programs through process improvement and cost benefit.
- Understand market level/industry information to share insights on key competitors, challenges, technology, trends, and regulations.
- Attend and participate in mandatory virtual and in-person meetings and industry events.
- Professionally represent UATP at industry events and conferences including presenting to large and small groups, virtually and in-person. Serve on committees and task forces.
- Develop and maintain positive, respectful, and productive relationships with individuals inside and outside of UATP.
- Travel up to 25% of the time, domestically and internationally, including overnight, week-long, and weekend travel.

## Qualifications

- Bachelor's degree in business-related discipline or comparable work experience from which comparable knowledge and skills may be acquired.
- Minimum of 5 years of experience with business-to-business account management, operations support and/or consultative selling working with clients within the travel payment or financial industry.
- Ability to develop solid client relationship and gain commitment to materialize opportunities.
- Successful track record of moving projects through upper levels of management within complex and highly matrixed organizations.
- Ability to demonstrate tenacity, adaptability, and a positive attitude to navigate complex organizational structures and remove roadblocks.
- Provide thought leadership, leveraging strong analytical skills and financial acumen to understand portfolio trends and capitalize on opportunities.
- Ability to develop and leverage strong internal and external partnerships to drive growth, efficiencies, and share best practices.
- Experience in project management; ability to facilitate change and manage complex information.
- Excellent analytical abilities; must be able to translate hard numerical data into actionable insights.
- Strong interdepartmental collaboration skills; experience working on a globally dispersed team.
- Experience in creating and presenting to large groups, virtually and in-person.
- Proficient with Microsoft Office applications.
- Fluency (written and verbal) in English. Additional language skills are a plus.
- Ability and willingness to travel up to 25% of the time, domestically and internationally. Trips may be overnight, week-long, with the possibility of weekend travel on occasion.
- Ability and willingness to work in a home-based environment with minimal supervision.
- Able to conduct business during normal business hours of global customers, which may include evenings and/or weekends to accommodate overseas time differences.
- Eligible to work in the United States and ability to provide proper documentation of eligibility.

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.

**For consideration, please send your resume to [Human.Resources@uatp.com](mailto:Human.Resources@uatp.com).**