

## Partner Manager (Spanish speaking)

**Number of Positions:** 1

**Contract Type:** Indefinite

We are set on finding an experienced Spanish-speaking Partner Manager to join our team onsite in Malta!

This role exists as the primary relationship owner for our partners. Using excellent relationship and interpersonal skills, industry and technology experience, the Partner Manager works side by side with each partner, to plan and action short and long-term strategies. The Partner Manager's purpose is to inspire our partners to achieve more through our platform than they ever thought possible, building long-term, mutually valuable partnerships. The goal is to achieve and maintain an 80 NPS approval rating, by delivering the best relationship and commercial service in the industry.

Core functions of the role:

- Lasting Relationships - ultimate accountability for the strength and length of our partner relationships
- High Retention - Ensure high partner retention and mutual value through partners satisfaction
- Operational Strategy - Collaborate with partners and operational teams to plan and deliver operational strategies
- Product Innovation - Contribute to product improvements through partner feedback

### Job description

- Take ownership of all relationships with our partners. Continuously monitoring and managing their overall health status
- Act as the first point of contact to our partners and connect our organisation with theirs
- Routinely gather feedback from our partner to drive product improvements
- Identify our partner's needs and priorities, create facilitate and deliver shared goals
- Proactively support our partners to achieve success through platform adoption
- Manage partners upcoming and ongoing incidents
- Maintain clear and relevant communication with our partners at all times
- Identify and capitalise on up-sell opportunities to create additional value

Additional Duties:

- Manage and maintain a holistic overview of all partners
- Identify and raise potential relationship issues which may lead to churn
- Manage the contract renewal cycle
- Work closely with relevant departments to assure partner satisfaction

### Requirements

- Proven track record of building and maintaining partner relationships
- Fluent in English and Spanish in both spoken and written forms
- Experience in CRM strategy and execution within the iGaming industry
- Overall iGaming industry experience, preferably at B2B and B2C
- Solid knowledge of the Technology and SaaS markets
- Demonstrated ability to effectively communicate by phone, in person, or written, with various customers and management levels
- Shows initiative and acts independently to resolve problems
- Demonstrate high levels of accuracy with excellent time management and organisational skills
- Experience in customer relationships with the confidence and presence to successfully facilitate discussions and advise customers
- Must be fluent in both verbal and written English and other languages will be an additional benefit
- Tech-savvy - you have the necessary technical skills and experience needed to perform the role. You are well-informed about modern technology, have a curiosity and understanding to stay agile, and are open to new technological and disruptive developments and advancements

### **Working at Fast Track**

Fast Track is a disruptive technology company, recognised as the iGaming industry CRM leader. Fast Track provides a new way of working, enabling teams to focus on innovation and growth. We are a tight unit with a strong culture, and our leadership in tech and the product has attracted high-performance individuals. Fast Track works with hundreds of companies worldwide, with offices in Malta, Sweden, Spain, and the United States, and has been certified as a Great Place To Work®

### **Any assistance with accommodation/relocation**

Relocation program included (if required); we pay for your flights for you and your family, shipping, and accommodation for the first 2 weeks.

### **Any other benefits**

- Great Place to Work® Certified – Officially recognised for our commitment to building an engaging, high-trust culture.
- Collaborative Onsite Work Environment – Be part of a dynamic, innovation-driven team in an open, inspiring workspace.
- Best office on the Island - Work in Sliema with an amazing terrace and sea view
- Be part of our yearly Growth Summit – Join our global team for an inspiring event to connect, collaborate, and celebrate together.
- Parking - Enjoy hassle-free commuting with complimentary parking
- Wellbeing Benefit – We sponsor your well-being activities such as gym memberships or fitness classes to support your health, and feel free to join our internal fitness communities, including (Yoga, Football Padel, and Running)
- Private Health Insurance – Comprehensive coverage for you through Atlas.
- Mental Wellbeing – 24/7 access to mental health support, to support your mental wellbeing needs.
- Top-of-the-line Equipment – Best-in-class MacBooks and all the tools you need to excel.
- Breakfast Every Day – Start your morning with a complimentary, healthy breakfast at the office.
- Mobile Plan - We cover your mobile plan
- Fast Track discounts - Get different discounts from nearby shops and restaurants

### **Salary**

€17.23 - €27.64 per hour

### **How will the interviews be held**

Interviews will be held online

### **To apply**

CVs and a covering email are to be sent by email to [eures.recruitment.jobsplus@gov.mt](mailto:eures.recruitment.jobsplus@gov.mt) and should be written in English. Please quote the vacancy name and number in your email.