



Misk x Tamara - Future Leaders Initiative

Partner Success Consultant - Saudi Arabia (Riyadh)

Job Brief:

- Lead merchants go-lives through cross-functional engagement and close alignment with assigned merchants.
- Onboard and train new merchants on products and features.
- Deliver proactive merchant growth plans to drive long-term profitable partnerships, higher merchant satisfaction and expansion across products and markets.
- Own broad relationships across the partner organization and cultivate them through in-person meetings, ongoing dialogues, and partner entertaining.
- Drive day-to-day engagement with merchants and manage regular business review meetings.
- Monitor merchant health and deliver on retention measures.
- Collect and use data to build Tamara's business case and address merchant inquiries or concerns, and effectively communicate results of internal analyses to partners.
- Develop Partner Success Stories and thought papers.
- Structure and relay merchant feedback to relevant teams within Tamara.

Candidate Profile:

- Fresh graduate with a bachelor's in Marketing, Business Administration, Engineering or related field.
- 0 -1 years of experience (internships at startups / previous experience in customer facing roles are a plus).
- Customer oriented and able to establish amazing relationships with assigned merchants.
- A strategic thinker with excellent project management skills.
- Exceptional communication skills.
- Adaptable to changing requirements, has the ability to manage multiple activities in parallel.
- Self-motivated, driven, and willing to work hard to achieve audacious goals.
- Ability to work closely with x -functional teams internally, marketing, product, operations, etc.