

Job Title: Partner Success Manager

About Prosci:

Prosci is an established research, methodology development and services company in the field of change management. Founded in 1994 and located in Fort Collins, CO, we work with Fortune 500 organizations around the world giving them the power to change more easily, more effectively and with better results.

Position summary:

Prosci's partner program allows us to work with clients through a global network of strategic partners who market, sell, and deliver Prosci based solutions and services. Through this program clients are able to utilize Prosci's offerings in a locally based, cost effective and culturally relevant way.

The Partner Success Manager will be a key member of the Partner Program team and will manage the Partner accounts for Europe and collaborate with Prosci central office functions to provide ongoing partner support. This position will report to the Director of Partner Operations.

In this role you will:

- Manage 10+ Partner accounts for large international region, providing support across various business functions including sales, marketing, process improvement, product launch, and operations.
- Manage Partner accounts in a way that ensures that Prosci's culture, values and mission are enthusiastically maintained
- Develop partner sales personnel onboarding and training programs consistent with Headquarter's Sales team and Prosci's global strategy
- Ensure that Partners provide Prosci solutions that are consistent with the company portfolio and standards, go to market, sales and delivery approach
- Work with partners develop their market and help them grow their business and meet shared financial goals through development of strategy & operations
- Achieve assigned goals in the areas of financial results, partners standards and quality along with partner satisfaction.
- Provide operational support to the partners so they effectively deliver training and advisory services that meet Prosci standards.
- Maintain Prosci business systems and standard operating procedures for the Partner Program.
- Work diligently, collaboratively and effectively with other company functions in a way that promotes company success over sub optimized solutions only benefiting a small section.
- Demonstrate thorough understanding of change management and Prosci's entire portfolio
- Collaborate with internal stakeholders to represent the voice of the global customer in internal discussions

What you bring to this role:

- Demonstrated sales enablement, partner operations, and business growth experience
- Outstanding professional skills including communications, stakeholder management, problem solving, public speaking, project management

- Strong understanding of international business acumen, especially in dealing with stakeholders from outside the US
- Demonstrated success in developing and managing partner teams
- Ability to provide direct and honest feedback to help partners achieve quarterly and annual growth targets
- Daily live Prosci's values of Impact, People, Integrity, Inclusion, Experience and Excellence
- Ability to manage relationships with multiple stakeholders inside each partner organization
- Ability to effectively prioritize daily, weekly and monthly activities to grow multiple partners in aggregate
- Ability to effectively engage senior and executive leaders internally and with clients
- Collaborative and team oriented
- Computer savvy including Microsoft Office, Customer Relationship Management (CRM) and select social media apps
- Ability for domestic and international travel (up to 40%)

Experience you have:

- 10 years' experience in Professional Services, Account Sales or Partner Programs
- Bachelor's degree

Prosci is an equal opportunity employer that is committed to inclusion and diversity. We encourage qualified applicants without regard to race, color, religion, sex, sexual orientation, gender identity, genetic information, national origin, age, disability, veteran status, or any other legally protected characteristics to apply for employment

For immediate consideration, please send your resume to: resume@prosci.com