

## Partner Manager

Reporting to the Head of Partner Success, you'll be responsible for sourcing, building, and maintaining strong relationships with our strategic partners. You will ensure the success, growth, and retention of these partnerships, ultimately driving mutual value and achieving business objectives.

### Who you are

You are a results-oriented and customer-focused professional with a proven track record of acquiring and managing strategic partnerships. You are a natural relationship builder with exceptional communication skills, capable of cultivating trust and rapport with key stakeholders. Your strategic mindset allows you to identify growth opportunities, drive partner engagement, and deliver measurable value for both Virtuo, our partners, and most importantly our clients.

### What you'll be doing

- Identify, acquire and onboard strategic partners across various service verticals in alignment with Virtuo's service partner strategy
- Build and nurture strong relationships with service partners, serving as their primary point of contact
- Minimize partners' time to value and drive engagement, ensuring consistency throughout the partner experience
- Monitor partner performance, track key metrics, and conduct regular reviews to identify areas for improvement and optimize partnership outcomes
- Collaborate closely with internal teams to align partner activities with broader business objectives
- Identify and address challenges or bottlenecks that may impact partnership success
- Identify growth opportunities, implement strategic initiatives, and offer insights that achieve mutually beneficial outcomes for Virtuo and its partners

### How you'll be measured

- pNPS (Partnership Net Promoter Score)
- Partnership Engagement Score
- Partner Time to Value
- Number of Active Service Partners

### What we're looking for

- 3-5 years' experience in a Partnership Success role or similar position
- Proven experience in sourcing and working with corporate partnerships
- History of collaborating with large brands and a strong understanding of industry dynamics is an asset

- Experience leveraging CRMs to log and track deals in business development pipelines
- Experience in managing rewards programs is an asset

## What will help you succeed

- Ability to establish and nurture meaningful relationships with partners
- Proficiency in analyzing data, identifying trends, and using insights to inform decision-making and drive partnership success
- Ability to think critically and develop innovative approaches to maximize partnership value and achieve long-term goals
- Ability to identify relevant partnership opportunities based on evolving needs and requirements
- Exceptional organizational skills to manage multiple priorities, meet deadlines, and successfully execute partnership initiatives
- Proven ability to adapt to different industries and quickly acquire knowledge about new sectors
- Proven negotiation skills, with the ability to navigate complex deal structures

## Who Are We?

Virtuo is a home concierge platform redesigning the entire homeownership journey. We partner with large home builders to help them deliver the seamless, first-class homeownership experience that consumers have come to expect in today's age.

We're a tight-knit, straight shooting team – we collaborate and dream big, and are looking for someone who wants that kind of camaraderie. We don't take ourselves too seriously, but when it comes to the business, we are laser focused on our vision and our results show it.

Resumes can be sent to [careers@virtuo.com](mailto:careers@virtuo.com). We look forward to hearing from you.