

To apply for this role, please email your CV to [hr@mirlimited.com](mailto:hr@mirlimited.com)

## The Company

MuchBetter is an eWallet app spearheading innovation in payment technology. We specialise in providing the perfect eWallet solution in 185 countries, for now more than 1,000,000 customers.

MuchBetter brings together a team of tenacious thought-leaders, re-imagining the business model of payment services and pushing the boundaries and capabilities of a payment app.

With offices in the UK, the Isle of Man, Spain, Lithuania and Costa Rica, our team is multicultural, and our workspace is a place for creativity, change, innovation and collaboration. We employ people who think outside the box, share ideas without restrictions, take pride in supporting the wider team, and are not afraid to ask questions.

## The Role

The Sales team are looking for a New Business and Account Manager to join them.

***This role is to help MuchBetter develop the Italian Gaming market and a condition for the role is that the candidate must be fluent in Italian and English. The ideal candidate would have also been developing new business or an account manager with Italian Operators for the last three years.***

This is a market-facing, commercial role and part of the commercial team. The Sales Manager reports to the Head of Sales and Account Management and is responsible for developing a pipeline of Italian operators and signing terms with these operators. They would then have the responsibility to manager these accounts once they are live with MuchBetter.

## Core Responsibilities:

The candidate would have full commercial responsibility for the assigned accounts, managing the accounts along performance plans, to ensure consistent headline and bottom-line growth. It is a role with many internal and external touchpoints and requires a keen and confident individual to organize and manage activities that span across several stakeholders. There is some amount of travel involved to meet with larger Operators and to attend trade shows and gaming conferences.

### Account Development

- ✓ Develop a pipeline of Italian Operators and provide weekly updates on the development of the pipeline.
- ✓ Sign merchant agreements with Italian Operators
- ✓ Assume ownership of the Italian gaming Operators (“Accounts”) and build solid relationships.
- ✓ Familiarize with the Accounts and prepare Account overviews internally.
- ✓ Ensure wallet is used by Operators at utmost potential

- ✓ Quality: Ensure the technical integration is correct, mobile number locked in cashier, pay-outs enabled, using tracking URL, prefilling application form etc.
- ✓ Set-up: Ensure we are enabled in as many countries as possible. Report on what countries are being activated and report on what can't be activated due to Operator policies or restrictions. Spot opportunities!
- ✓ Product: Make sure Operators are aware of new top up and pay-out functions that are being added across countries. Report if this will help to open previously closed countries.
- ✓ Ricarica – ensure all operators have promotion plans to push Ricarica in Italy. This is MuchBetter's cash voucher solution in Italy.

### **Account Development:**

- ✓ Introduce new product developments that help our Operators, example gaming / non-gaming feature to help in countries where card approvals are low. Zero auth feature, is there a requirement to verify the customer account before transacting with MuchBetter.
- ✓ Provide account plans that show what are the short-term targets and objectives in the account. Meet and exceed the agreed Account Performance Targets.
- ✓ Proactively demonstrate on the weekly sales call what progress is being made and what are the immediate objectives.

### **Relationship Management:**

- Ensure Operators have marketing collateral and assets. Create and share with the Accounts a monthly performance report. Identify marketing opportunities with the Accounts. Ensure we can run campaigns with the Operator to promote MuchBetter.
- Are all relevant people in the account familiar with MuchBetter? Provide collateral and sales training to new people identified in the Account.
- Act as single point of contact for the Operator and facilitate dialogue between the Operator and different departments in MuchBetter, finance, operations, marketing.

### **Experience:**

- Good understanding of MuchBetter products and services.
- To be persistent in unlocking new commitments from the Operators.
- To respond quickly to Operator requests. Emails answered same day. Actions from meetings and calls sent within 24 hours.
- To be confident to talk about and present MuchBetter products and services to Operators.
- To work well with different departments to facilitate Operator requests and requirements.
- To understand the payments industry and the competitors for MuchBetter.
- To build up a good knowledge of the gaming industry and be aware of regulatory and other relevant market changes.
- Ability to understand and translate Operator requirement into product features and suggestions for improvement of our MuchBetter service.
- Ability to act calm and deescalating, be the internal advocate for our Operators.

**The location:** Malta