



Account Manager – Non-Gaming

The Company

MuchBetter is an eWallet app spearheading innovation in payment technology. We specialise in providing the perfect eWallet solution in more than 180 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

We are looking for an Account Manager – Non-gaming, to join our growing Commercial – Non-Gaming Team.

Core Responsibilities:

General:

- ✓ Assume ownership of a defined portfolio of non-gaming Operators (“Accounts”) and build solid relationships.
- ✓ Familiarize with the Accounts and prepare Account overviews internally.
- ✓ Ensure our products are used at utmost potential:
 - ✓ Quality: Ensure the onboarding documentation is collated and explained to the merchant where queries arise
 - ✓ Set-up: Ensure we are their chosen provider and as many employees as possible use MuchBetter.
 - ✓ Product: Make sure Operators are aware of all our functions. Spot opportunities!

Account Development:

- ✓ 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:

- ✓ Create and share MI with the various business units.
- ✓ Provide collateral and sales training to new people identified in the Account as required on ongoing basis.
- ✓ Act as single point of contact for the merchant and facilitate dialogue between them and the different departments in MuchBetter, finance, compliance, operations, marketing.

Role Requirements:

- ✓ 3+ years’ experience preferable within a regulated entity in similar role in a banking, payments, or gaming environment
- ✓ Bachelor's degree or equivalent

- ✓ Experience working in a fast-paced environment
- ✓ Excellent written communication skills and ability to convey complex information in a succinct, understandable way for the audience
- ✓ Ability to prioritise own workload and work with minimum supervision
- ✓ Sound investigative skills and ability to identify root causes
- ✓ Experience with SAR's investigations
- ✓ Fluency in English is essential (other European languages considered an advantage)

Attributes and Behaviours:

- ✓ Good understanding of MuchBetter products and services.
- ✓ To respond quickly to Operator requests within agreed SLA's
- ✓ To be confident to talk about and present MuchBetter products and services to merchants.
- ✓ To work well with different departments to facilitate Operator requests and requirements.
- ✓ To understand the payments industry and the MuchBetter competitors.
- ✓ To build up a good knowledge of the industry and be aware of regulatory and other relevant market changes.
- ✓ Ability to understand and translate merchants 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.

Location: Lithuania

For further information about the role, you can contact:

Ido Kariti – ido@mirlimited.com

HR team – hr@mirlimited.com

And you can see more information on the company here: www.muchbetter.com