

Payveris Job Description

Position: Director, Client Success

Location: Atlanta, GA

Are you looking to work at a high growth, innovative, and purpose driven FinTech company? If so, you'll love Payveris. Our mission is to build technology that enables banks and credit unions to help their customers simplify their financial lives. We do that by making it easier for consumers and businesses to pay bills, move money, manage money and achieve strong financial health. If you are self-driven, have a passion for technology and want to make a difference in the world, we want to meet you.

Reporting to the Division President and Chief Innovation Officer, the **Director, Client Success** is a new role for Payveris and will be responsible for taking our client management experience and growth to the next level. You will own building the team, processes, and KPI's that drive the highest levels of client satisfaction, client retention, user adoption and engagement and client revenue growth.

Essential Duties and Responsibilities

- Maintaining the highest levels of client satisfaction, referenceability and retention by delivering responsive and regular recurring meetings/calls with clients to understand business objectives, solicit feedback, and present initiatives for applying, improving and growing Payveris services.
- Growing client revenue by identifying white space and expanding the utilization of the Payveris platform across the client's enterprise through product cross sales, professional services/statement of work development and marketing programs that increase user adoption, engagement, and transaction growth.
- Supporting communication of client webinars, newsletters, enhancements, rate increases, and other special notices as assigned.
- Developing and implementing the appropriate KPI's, metrics, and reports that allow Payveris to measure and manage the effectiveness, quality and productivity of our client success program.

Success in this role will be measured through achievement of overall company goals related to Client Satisfaction, Client Retention, Contract Bookings, Revenue, and EBITDA.

Qualification Requirements

The requirements below are representative of the knowledge, skills and abilities required to be successful at Payveris and in this role. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Self-starter with strong bias for action, organizational, multi-tasking, attention to detail, time management and follow-through skills
- Strong verbal, written, and presentation communication skills
- Strong aptitude for technology and understanding of how technology can be applied to various use cases
- Data driven and results oriented with strong analytical skills, demonstrated critical thinking and a natural aptitude for problem analysis and solving at both strategic and functional levels
- Strong interpersonal skills with a track record of working effectively across external and internal teams
- Highly proficient with MS Office including MS Word, PowerPoint, Excel
- Strong Salesforce.com skills, including report-writing
- Experience working with Go-To Meeting or WebEx

Education and Knowledge:

- Bachelor's degree (or equivalent work experience) required. MBA Preferred
- 10+ years' related experience in technology related companies

To apply for this position:

For consideration of this position, send your resume to **info@payveris.com**

About [Payveris](#)

Payveris is the creator of The MoveMoney Platform, an Open API cloud-based platform enabling financial institutions to control, simplify, and extend digital money movement capabilities to any application or device while lowering user experience friction, significantly reducing operating costs & future-proofing the IT investment. Visit www.payveris.com to learn more.