



Job Description: Director - Partnerships & Alliances

Company Overview

We are a leading global provider of retail software solutions that empower mid-sized to large enterprise retailers to transform their operations, enhance customer experiences, and drive growth. Our innovative applications are distributed through a worldwide network of trusted resellers who provide local expertise, implementation, and ongoing support to retailers in their regions.

Position Summary

We are seeking an experienced Director - Partnerships & Alliances to manage our partnerships and alliances globally. This strategic role will be responsible for expanding our global reseller network by identifying, recruiting, and onboarding qualified partners who can effectively represent our solutions in their respective markets. The ideal candidate will have a proven track record in partner recruitment and management within the enterprise software industry, with specific experience in retail technology being highly advantageous.

Key Responsibilities

Partner Recruitment & Qualification

- Develop and execute a comprehensive strategy to identify and recruit high-quality resellers across global markets
- Conduct thorough assessments of potential partners' technical capabilities, market presence, industry expertise, and financial stability
- Evaluate partner credentials and determine their capability to manage large enterprise retail clients
- Negotiate and structure partnership agreements that align with our business objectives and reseller capabilities

Partnership Development & Management

- Build and maintain strong relationships with executive leadership at partner organizations
- Work collaboratively with partners to develop business plans and go-to-market strategies tailored to their specific markets
- Facilitate product certification programs for partner technical teams to ensure competency and service quality
- Establish clear performance expectations and monitor partner progress against agreed targets

Strategic Planning & Cross-functional Collaboration

- Collaborate with internal stakeholders including product, marketing, and sales teams to align partner initiatives with overall business goals
- Present partner opportunities and performance reports to senior leadership
- Contribute to the development and execution of the global partnership strategy
- Work with marketing to create co-marketing materials and campaigns for partner enablement

Market & Competitive Intelligence

- Stay informed about regional market trends, competitive landscapes, and retail industry developments
- Provide insights and recommendations for adapting our partnership approach based on market intelligence
- Identify emerging opportunities for partner expansion in new markets or segments



Qualifications

Education & Experience

- MBA from a reputable university required
- 12-15 years of professional experience in related fields
- Minimum 5 years of direct experience in partner recruitment and management roles
- Demonstrated success in building and managing channel partnerships in enterprise software
- Experience in retail technology sector highly preferred

Skills & Competencies

- Exceptional relationship building and negotiation skills
- Strong business acumen and strategic thinking abilities
- Outstanding presentation and communication skills, both written and verbal
- Proven ability to develop and execute successful partner recruitment strategies
- Experience with partner management systems and processes
- Cultural sensitivity and ability to work effectively across diverse global markets
- Strong project management skills and ability to manage multiple initiatives simultaneously
- Proficiency with CRM systems and partnership management tools

Additional Requirements

- Willingness and ability to travel extensively internationally (40-50% of time)
- Fluency in English required; proficiency in additional languages is a plus
- Flexibility to accommodate meetings across multiple time zones

What We Offer

- Competitive compensation package including performance-based incentives
- Professional development opportunities
- Collaborative and innovative work environment
- Opportunity to build global business relationships and make a significant impact on company growth

How to Apply

Please submit your resume and a cover letter detailing your relevant experience and why you're interested in this role to hr@citixsys.com.

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