



JOB TITLE: **Partner Success Associate**

WHO WE ARE

EARN is a nationwide nonprofit helping working families achieve prosperity through savings. Through our SaverLife platform, EARN designs and launches financial technology tools that create financial stability for America's most economically vulnerable populations. EARN's ultimate vision is that well-informed US households will achieve financial success through proven strategies, fair public policy, and their own hard work.

WHY THIS JOB IS EXTRAORDINARY

This is an amazing opportunity to work in a unique environment. Here's why we're different:

- EARN is a tech-based nonprofit – we move fast, scale quickly, and achieve real impact.
- Our impact model is entirely partnership based – we partner with our Members, employers, startups, other nonprofits, researchers and yes, with our philanthropic funders.
- Our flexible SaverLife platform allows us to adapt to a variety of environments and appeal to a broad spectrum of investors, including corporate and foundation funders and individual donors.
- We have real-time, substantial digital data on our members' behavior and needs. We use it continuously to help them succeed.
- Through research and story-telling we continuously “make the case” for how savings can help address society's most critical issues - such as health, housing, employment, and economic stability.
- Our small team means everyone participates on projects outside their domain. We're always learning together about new markets, technologies, behavioral economics, data science, digital marketing techniques, advocacy efforts, potential partners, and more.

YOUR RESPONSIBILITIES

As a key member of the SaverLife Solutions team, you'll support overall partner management from implementation through launch and ongoing relationship management. You will:

Business Development and Scoping – 30%

- Support early stages of the business development pipeline by identifying and engaging potential partners in targeted regions and markets.
- Modify partner proposals based on a rich understanding of the partner's business needs and capabilities.
- Cultivate strong relationships with partner stakeholders.
- Escalate issues when appropriate while managing partner expectations and maintaining strong communication.

Partner and Project Management – 70%

- Serve as the day-to-day relationship manager for employer, financial institution and corporate partners.
- Support the Strategy and Business Development Manager in delivering effective implementation and launch plans in partnership with employers, credit unions and other corporate partners.
- Work closely with the business development, product and technical teams to enable successful implementations and support ongoing use of the SaverLife platform.

- Advise partners on how to effectively use SaverLife Solutions marketing assets and strategies to drive sign-ups with their employees and customers.
- Serve as the voice of the customer for SaverLife Solutions partners and provide product feedback and requests to guide ongoing platform innovation.
- Collaborate with the research team to help partners define success metrics and ensure proper reporting for evaluation.
- Partner with the communications team to develop case studies and tell compelling partner success stories.

WHO YOU ARE

- A self-starter and excellent problem-solver
- You are always on top of details and deadlines and easily balance multiple stakeholders
- You are a natural networker and relationship builder
- You are a team player excited to help EARN and its members reach their goals

WHAT YOU BRING

- A desire and ability to delight customers and build partnership
- Strong execution and project management abilities
- Excellent time-management skills
- Exceptional written, verbal, presentation and interpersonal communication skills
- Ability to work cross-functionally across marketing, business development, and product

YOUR QUALIFICATIONS

- B.A./B.S. degree
- 1-2 years of B2B relationship management, or similar customer-focused work experience

OUR OFFER AND COMMITMENT

The salary and benefits package for this position is competitive.

EARN values diversity in our workplace and encourage people of color, women, people with disabilities, people who are lesbian, gay, bisexual, or transgender, and anyone belonging to any other federal or state-protected category to apply for this position.

YOUR NEXT STEP

If this opportunity sounds like it's for you, please submit a thoughtful cover letter and resume to jobs@earn.org by September 30. If you are not sure if this opportunity is for you, are simply curious, or know someone who would be perfect, please email us.