



Relationship Manager (focus on Exchanges)



Remote



Full-time

What we're looking for:

We are looking for an experienced Relationship Manager to build, evolve and manage our relationships with external technical partner communities (focus on exchanges). You will be responsible for creating successful relationships with existing integration partners and prospects while ensuring an outstanding user experience journey. The ideal candidate has extensive experience in relationship management combined with solid technical knowledge about blockchain technology, the Cardano protocol and technical integration processes. In addition, the ideal candidate enjoys taking full responsibility to drive relationships and technical integrations in order to deliver best-in-class solutions.

What you'll be doing:

- Build and manage relationships with external technical partner communities and prospects - both focusing on exchanges and external wallet providers.
- Own all elements of the relationship life cycle and further enhance the user experience journeys based on external needs and requirements, including:
 - ensuring flawless on-boarding processes, provide specific (technical) documentation, support tools and training,
 - functioning as the voice of our partners on their journey across our platforms and provide internal recommendations on how we can further enhance our services and develop improved solutions,
 - facilitating and leading external and internal workshops to capture the user personas and journey maps from partner communities,
 - collaborating with Technical Support and Product Management teams to achieve individual and/ or scalable solutions.
- Work with Product Management to create design guidelines, drive focus groups and usability testing, identify and advise on feature technical optimization requirements and product improvements.



What we look for in you:

- University degree with preferably a technical or business focus, or related field, or equivalent experience.
- 3+ years of relationship management experience.
- Outstanding verbal and written communication skills in English.
- Deep understanding of the products, tools, features, comms and education artifacts required to grow, develop and support exchange partnerships.
- Ability to gather exchange business and technical requirements and work with Product Specialists, Product Managers and Technical teams.
- Good understanding of accessibility and security compliance.
- Understanding differences between multiple delivery platforms, such as mobile vs. desktop, and optimizing output to match the specific platform.
- Solid understanding of trading platforms and mechanism.
- Strong passion and know-how for cryptocurrencies and blockchain technology.

Key Competencies / Your Strengths:

- Get things done.
- Feel comfortable in a fast paced international environment with managing various topics in parallel.
- You can network with key contacts outside your own area of expertise.
- Ability to work autonomously with minimal supervision.
- Good business and commercial focused negotiable and interpersonal skills.
- You have a strong aptitude for problem-solving, decision making and troubleshooting complex issues with the ability to organize and prioritize your work.

Nice to haves:

- Understanding fundamental design principles behind scalable applications.
- HTTP RESTful API understanding.

To apply for this position please send your application with a cover letter to careers@cardanofoundation.org.