**BALANCE**

**Job Description**

**Job Title:** Director of Partner Development  
**Department:** Marketing and Communications  
**Reports To:** VP of Marketing and Business Development  
**FLSA Status:** Exempt  
**Prepared By:** Jeannine Moore  
**Prepared Date:** December 2013

**Summary** The Partner Development team is responsible for developing and maintaining an excellent relationship with all financial fitness program partners with the ultimate goal of renewing partners’ contracts. The Director of Partner Development is responsible for ensuring the team’s success and conceptualizing and developing new programs to deepen partner relationships.

**Essential Duties and Responsibilities**

Manages partner development team, creating goals, standards, and accountability measurements. Creates and maintains necessary reports to track progress and partnership retention

Creates and implements partner retention strategies appropriate to the marketplace

Identifies and provides necessary training and motivation to team members to adjust to changing approaches to a changing marketplace

Manages appropriate distribution of partners for team members

Establishes and maintains relationships with strategic partners

Oversees and approves agreement negotiations

Attends conferences as appropriate

Travels annually with each traveling team member to visit partners; other travel as needed

Develops, proposes and implements plans for regional meetings, trainings, and other “user-group” type activities

Identifies needs for new programs and products based on feedback from partners and team, proposes and contributes to the development of new programs and products.

Manages due diligence requests by partners

Other duties may be assigned.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:
Analytical - Collects and researches data; Uses intuition and experience to complement data.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.

Project Management - Completes projects on time and budget.

Customer Service - Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively.

Teamwork - Balances team and individual responsibilities; Gives and welcomes feedback.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Contributes to profits and revenue; Conserves organizational resources.

Ethics - Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Benefits organization through outside activities.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
Dependability - Commits to long hours of work when necessary to reach goals.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience

Bachelor's degree (B. A.) from a four-year college or university; or two to three years related experience and/or training; or equivalent combination of education and experience. At least three years of relationship management experience is required, business to business relations management preferred. At least three years of management experience is required.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Mathematical Skills

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form

Computer Skills

To perform this job successfully, an individual should have knowledge of contact management systems, the internet, webinar tools, spreadsheet software and word processing software.

Certificates, Licenses, Registrations

Current driver's license

Other Skills and Abilities

Training, presentation, or sales experience required.
Other Qualifications

Must be able to travel up to 25% of the time

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must frequently lift and/or move up to 25 pounds. Must be able to transport presentation and training materials.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.