**ANALYST - STRATEGIC RELATIONSHIP MANAGEMENT (WALMART AND APPLE), GMNS – 24001911**

**Location: New York City**

The Global Client Group (GCG) sits within Global Merchant and Network Services (GMNS) and serves American Express’ largest and most complex global merchants, across retail, online and travel-related industries. Our vision is to be the indispensable partner of choice for our merchant customers to facilitate global commerce. Our mission is to drive business growth and deliver superior business and financial results through delivering premium value, excellence in service, and increased customer engagement through innovative solutions.

Reporting to the Director, Global Client Group Retail, the Analyst in GCG will be responsible for driving the day-to-day support of the GMNS Global Client Management team. Specifically, this role will be responsible for supporting the account owners that oversee our relationship with strategic retail merchants, including Walmart and Apple. This is an excellent opportunity for a self-motivated individual who is interested in developing a broad knowledge of the Merchant Services business, Payments industry, and Retail space. Additionally, this individual has the chance to gain experience working as part of a global organization as well as insight into Client Management.

**Responsibilities Include:**

* End-end meeting support - including working with internal partners (Marketing, Fraud, Non-Fraud, Payments Consulting, Pricing, Legal, B2B) to develop content for merchant business reviews
* Supporting the ongoing global data management & reporting needs for internal stakeholders and our merchants (including hierarchy support)
* Managing monthly merchant updates for external & internal partner meetings
* Researching and staying abreast of trends across the Retail industry and our merchants
* Leading industry projects and initiatives, as needed
* Providing ongoing online reporting to the GCG Online & Retail team
* Playing an active role in the team, contributing ideas and recommendations to help drive growth and charge volume across the portfolio, including driving process improvement and efficiencies
* Sharing and leveraging best practices across the group

**Minimum Qualifications:**

* Strong attention to detail and an ability to effectively prioritize and manage multiple priorities\
* Analytical rigor and financial acumen, comfortable using data to formulate and support theories
* Proven decision-making and problem-solving capabilities
* Strong verbal and written communication
* Demonstrated collaboration skills, able to effectively work across multiple partners and drive results
* Proven ability to learn business systems, including reporting and CRM tools
* Strong intellectual curiosity - eager to learn and work through ambiguous environments
* Advanced PowerPoint & Excel skills
* BS/BA required
* Candidate must reside in the NYC Metro area

**Preferred Qualifications:**

* Minimum of 2 years of similar work experience
* Knowledge of Retail industry, with a focus on eCommerce
* Client-facing experience

Salary Range: $55,000.00 to $105,000.00 annually + bonus + benefits

**MANAGER - FIELD ACCOUNT DEVELOPMENT – 24002696**

**Location: New York**

The Field Account Development Dedicated Manager sits within a geographical territory and is responsible for the retention and continuous growth of our existing US Small & Medium Enterprise key client relationships, through face-to-face interactions. This entails having overall management of a defined portfolio of key existing accounts, identifying the evolving needs of our clients, ensuring we continue to serve those needs with our array of cash flow and payment solutions, to deepen our relationship with these clients. The key measurements of success for this Manager will be portfolio level account retention and volume growth. This is a field-based role in which in person engagement with the client base through face-to-face interactions is required.

Job Responsibilities

**Planning (10 – 20% of time)**

 ▪ Identify accounts that are not utilizing the full terms and benefits of their AXP commercial products and prioritize those clients, identify top client information and track opportunity development in CRM database

Relationship management (10 – 20% of time)

▪ Proactively reach out to customers to uncover opportunities, treat the customer until there’s a change in customer spend in alignment with growth or retention conversations

 ▪ Develop client specific value proposition, identify key steps (strategy and tactics) to meet short and long-term client objectives

▪ Business travel, occasionally overnight, is required with the expectation of 50-80% of time spent in-market with clients

**Client solution (20 – 30% of time)**

 ▪ Use consultative skills to maintain and develop the existing customer relationship and substantially grow charge volume (e.g., onboarding new vendors, expanding existing vendors, adding supplemental cards)

▪ Maintain a high level of knowledge about American Express products, processes (Underwriting, Line Increase, Customer Financials, Pricing, Contract), key internal partners (Risk, UWA, PPI) and tools (ONE.force, C360)

Negotiate and close (20 – 30% of time)

 ▪ Seek opportunities to up-sell and cross-sell commensurate with the needs of the client

▪ Answer customer inquiries and bring in leadership, internal business partners and product specialists as appropriate to support growth opportunities and customers’ needs

**Compliance (100% of time)**

 ▪ Ensure all aspects of the American Express Code of Conduct, and our Sales Practices policies, standard, and procedures, are adhered to so that we uphold the highest standards in our interactions with our customers and compliantly meet all regulatory requirements

**Knowledge, Skills, Attributes, and Experience**

**Relationship management**

▪ Strong customer relationship building skills to follow through and motivate clients to act

**Consultative selling**

▪ Effectively identifies client needs to configure solutions that address client requirements and deliver value

**Closing**

▪ Overcomes objections and resistance to proposed solutions with key client decision makers

**Influence & persuasion**

▪ Uses appropriate interpersonal styles and communication methods to gain acceptance for products and/or services

▪ Proactively and consistently demonstrates the value of partnering with American Express

▪ Demonstrates a competitive, positive attitude, quickly adapts to different situations, and recovers from setbacks

**Market, industry, & product knowledge**

▪ Understands at a tactical level market/industry key competitors, challenges, terminology, technology, trends, and regulation

**Attributes**

▪ High learning agility

▪ Intellectually curious

▪ Collaborative and growth mindset

▪ Personal accountability

▪ Compliance focused

**Experience**

▪ Bachelor's degree preferred

▪ Excellent sales experience, 3 - 5 years minimum

▪ Experience partnering with clients across various markets / industries

▪ Experience in a highly-regulated industry

Employment eligibility to work with American Express in the U.S. is required as the company will not pursue visa sponsorship for these positions.

**Salary Range: $80,000.00 to $155,000.00 annually + bonus + benefits**

**DIRECTOR - BUSINESS DEVELOPMENT ---24000811**

**Location: NY / Northern NJ**

The Field Sales Director sits within a geographical territory and leads a team of managers responsible for new prospect acquisition with annual company revenues ranging from $10M to $300M. This position will drive results through thought leadership, rigorous performance management and coaching and development of a high performing team.

**Job Responsibilities :**

**Strategic planning** (20 – 30% of time)

▪ Drive overall sales territory strategy to achieve business goals and sales targets

▪ Collect customer feedback and distribute internally to influence product development based on customer need

**Coaching and development** (20 – 30% of time)

▪ Hire and on-board new Field Sales managers to build a strong team

▪ Support team development by regularly conduct 1:1 coaching sessions, team huddles to share best practices

**Performance management** (10 – 20% of time)

▪ Drive a high quality, rigorous sales review process, including account planning, account prioritization and opportunity development in coordination with Field Sales managers

▪ Partner with Marketing, EDA, PPI, Product and Senior Leadership to improve sales engagement and performance

▪ Support team to handle client escalations, as needed

**Business development** (10 – 20% of time)

▪ Initiate, develop and maintain executive level relationships and drive sales activities with key customers

▪ Lead sales team to develop a long-term strategy for each territory and top clients

**Compliance** (100% of time)

▪ Ensure all aspects of the American Express Code of Conduct, and our Sales Practices policies, standard, and procedures, are adhered to so that we uphold the highest standards in our interactions with our customers and compliantly meet all regulatory requirements

▪ Conduct customer ride-alongs with Field Sales managers to ensure high quality and compliant customer interactions

**Knowledge and Skills :**

**Client development**

▪ Demonstrates ability to identify potential client growth opportunities and drive results through creative problem solving and excellent leadership

**Coaching**

▪ Provides individualized skills-improvement assistance, aiding in self-discovery and encouraging self-generated solutions

**Performance management**

▪ Exhibits consistent track record of managing performance, coaching, and motivating for success and identification of development strengths and opportunities improvement to a large team to enable improved business results

**Demonstrating value**

▪ Proactively and consistently demonstrates the value of partnering with American Express

**Results focus**

▪ Demonstrates a competitive, positive attitude, quickly adapts to different situations, and recovers from setbacks

**Market, industry, & product knowledge**

▪ Understands at a tactical level market/industry key competitors, challenges, terminology, technology, trends, and regulation

**Attributes  :**

▪ Strategic thinking

▪ Leadership and team motivation

▪ Personal accountability

▪ Compliance focused

**Experience  :**

▪ Bachelor’s degree required, Master’s degree preferred

▪ Experience leading sales teams, 7 – 10 years minimum

▪ Proven experience winning new business relationships

▪ Experience achieving sales quota and goals through multiple product offerings

▪ Experience in a highly-regulated industry

**Salary Range: $115,000.00 to $190,000.00 annually + sales incentive + equity (if applicable) + benefits**

**Senior Manager - Client Management 24002130**

**Location: New York City**

The National Client Group within Merchant Services – U.S. is responsible for overseeing the largest and most strategic U.S. – based merchants. Our mission is to be warmly welcomed by merchants and help them grow. It is a critical priority for the Global Merchant Services business and American Express, and this role offers a prime opportunity to be part of a strategic growth industry at American Express. The role of the Senior Manager - Client Management, Retail offers the opportunity to leverage strong relationship management, consultative selling and strategic thinking and innovation skills to deliver incremental Amex spend while working in a challenging, collaborative environment. This portfolio consists of some of our most strategic merchants in ecommerce including Chewy, The RealReal, Fanatics, and Revolve.

This position is for a professionally mature business leader who can take ownership of high profile and complex initiatives with multiple senior-level touch points across the company. A robust strategic background, an ability to think innovatively, strong financial and analytical skills, and the ability to lead in a fast-paced and highly complex and matrixed environment is required.

**Specific responsibilities include:**

* Business Development: Drive profitable charge volume and revenue growth by leveraging knowledge of merchant’s business and industry
* Negotiation Analysis: Develop innovative partnerships and negotiate profitable deal constructs and card acceptance agreements
* Strategy Development: Understand merchant and industry dynamics to develop a strategy to drive business impact
* P&L Management: Optimize client profitability and develop various pricing proposals and strategic growth plans
* Relationship Management: Cultivate and leverage relationships across American Express and the merchant to identify and implement solutions to grow and expand share

**Minimum Qualifications**

* Energetic, enthusiastic, team player with a strong will to win
* Experienced relationship manager with proven ability to develop strong client relationships, generate new opportunities, sell-in B2C and B2B programs and initiatives, and advance partnership constructs to grow revenue and share
* Strong executive presence internally and externally, with the ability to lead and influence senior-level discussions with clients
* Outstanding analytical and creative problem-solving skills
* Ability to work collaboratively across a wide variety of external and internal partner teams, including Membership Rewards, Marketing, Finance, Pricing, Risk, Operations and Legal
* Strong negotiations experience and project management skills, with an excellent ability to prioritize effectively, close deals and drive results
* Financial acumen, including familiarity with financial statements (income statement, balance sheet and cash flow statement), as well as understanding the financials of card acceptance, industry economics and profitability levers
* Outstanding presentation skills, both oral and written
* Highly customer-focused and results-driven, with the ability to work on multiple initiatives simultaneously both autonomously and as part of a team
* Knowledge of the online retail landscape and competitive dynamics a plus
* Strong verbal, written, and analytical skills; ability to manage effectively upstream
* Bachelor’s degree required
* Role requires ~15% travel
* Location of Role: NY: Hybrid

**Will Not Provide Sponsorship:**

1. Employment eligibility to work with American Express in the U.S. is required as the company will not pursue visa sponsorship for these positions.

**Salary Range: $80,000.00 to $155,000.00 annually + bonus + benefits**