

**EVERLINK®***Delivering Payment Innovations*

JOB PROFILE

ACCOUNT EXECUTIVE, BUSINESS DEVELOPMENT

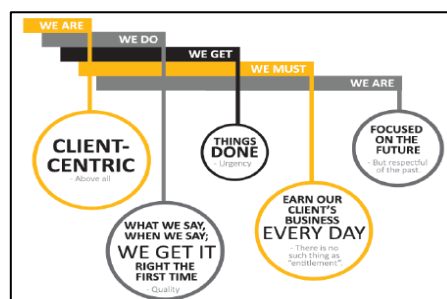
ABOUT EVERLINK

Everlink Payment Services Inc. is a leading provider of comprehensive, innovative, and integrated payment solutions and services for 98% of credit unions, 55% of consumer-facing schedule 1 and 2 banks, and a broad range of SMEs across Canada. In addition to supplying best-in-breed technology infrastructure and payment network connectivity via our well-established Payment Network Gateway – with operational performance that continually ranks in the upper first quartile – we offer a diversified range of integrated payments Lines of Business including:

- Digital Solutions, enabling real-time payments for Retail Peer-to-Peer (P2P), Business (B2B/B2P) Payments, ISO20022 Payment Gateways and API Integrations for Financial Institutions and Services Providers.
- Card Issuance & Management: with a history of firsts related to Card Issuance Solutions, Everlink provides a fully managed, flexible, and turnkey experience, ensuring credit unions, banks, FinTechs and other payment card issuers are able to provide the card products they need, including debit and Co-badged cards.
- Fraud Management Solutions, operating one of the largest service bureaus in Canada for Fraud Management Solutions, Everlink offers credit unions, banks, and fintech industry-leading and custom-designed solutions that enhance the protection of their members and customers.
- Mobile Payments, fulfilling critical service delivery requirements, Everlink remains at the forefront of NFC-based payments' evolution, extending to mobile wallets and other digital payment methods.
- Payment Network Gateway, operating a world-class payments technology infrastructure, Everlink's Payment Network Gateway Services provides connectivity to domestic and international payment networks for credit unions, banks and merchants to participate in.
- Professional Services, leveraging our extensive industry knowledge, expertise and capabilities, Everlink's Professional Services Team partners with our clients to navigate the ever-changing payments landscape, ensuring their technology capabilities remain relevant.
- Retail Solutions, enabling Card Present Point-of-Sale Acquiring, including Interac® eCommerce via dedicated Host to Host Payment Gateways for Payment Service Providers, FinTechs and Credit Unions.
- ATM Managed Services, supporting the latest technology and introducing innovations, Everlink powers ATM networks and transaction capabilities for credit unions, banks and cardholders domestically and abroad.

Complementing the strength of these eight primary Lines of Business is our ongoing commitment to Client-Centricity, the key element of our guiding principles. At Everlink, we are dedicated to building, maintaining, and nurturing long-lasting relationships. To help our clients remain competitive and successful, we provide the innovative technologies they need to serve their growing base of members, customers, and merchants.

Our Guiding Principles



ABOUT THE ROLE

Account Executive, Business Development

As an Account Executive specializing in the dynamic field of payments, you will be at the forefront of driving revenue growth and expanding market share in the ever-evolving financial technology landscape. Reporting directly to the Director of Business Development, this role offers an exciting opportunity to leverage your sales acumen and industry expertise to forge lasting partnerships with clients, capitalize on emerging opportunities, and contribute to the strategic direction of our organization.

Accountabilities:

- Drive revenue generation and profitability by effectively promoting our payment system solutions to prospective clients.
- Take ownership of the entire sales cycle, from prospecting and lead qualification to contract negotiation and deal closure.
- Develop and execute strategic account plans to meet and exceed sales targets, ensuring sustainable business growth.
- Foster strong executive relationships with existing clients to maximize customer satisfaction, retention, and upsell opportunities.
- Collaborate closely with internal stakeholders, including product development, project management and marketing teams, to align sales strategies with market demands and product offerings.

Responsibilities:

- Prospect, qualify, and prioritize leads to build a robust pipeline of potential clients.
- Conduct thorough needs assessments and present tailored solutions to address clients' payment processing challenges and objectives.
- Deliver engaging sales presentations and demonstrations to showcase the value proposition of our payment products and solutions.



- Engage actively in contract negotiations for new services and products, expand existing accounts through proficient cross-selling and up-selling strategies, and proactively seek opportunities to prospect new accounts.
- Collaborate closely with the Line of Business (LOBs) to seamlessly introduce novel functionality and features to the existing and prospective client base.
- Facilitate and support the client request process; ensure the introduction of work to Everlink adheres to clear and understandable business practices and requirements.
- Collaborate with product managers, project managers (PMs), developers, technical staff, and other stakeholders to meticulously gather, document, and accurately articulate client requirements, ensuring comprehensive communication with the clients.
- Provide ongoing account management and support, serving as the primary point of contact for client inquiries and escalations.
- Development and oversight of account/sales plans
- Stay abreast of industry trends, competitor activities, and regulatory changes to inform strategic decision-making and maintain a competitive edge.
- Utilize CRM software to track sales activities, forecast revenue, and generate insightful reports for management review.
- Attend and engage with clients and industry partners at marketing events and conferences.

Reports To

Director, Business Development

Opportunity

Join our dynamic team as an Account Executive in the thriving payments field! This role offers an exciting opportunity to drive revenue growth and shape the future of the payment industry. As a key player in our organization, you'll have the chance to leverage your sales expertise to build lasting partnerships with clients across banks, credit unions, and FinTechs. With a supportive environment, competitive compensation, and opportunities for professional growth, this role is ideal for ambitious individuals seeking to make a meaningful impact in the rapidly evolving payments industry.

Business Development Team

The Business Development team is integral to Everlink's growth and success. By focusing on relationship-building, both with existing and potential clients, and aligning these efforts with the broader sales objectives, Business Development contributes significantly to the overall business strategy.

Build and Maintain Relationships:

Business Development establishes and nurtures relationships with current and potential clients. This involves acquiring new clients and ensuring that the existing ones are satisfied and engaged.



Prospective Clients:

In addition to maintaining relationships with current clients, Business Development is responsible for identifying and engaging prospective clients. This may involve market research, lead generation, and outreach efforts to connect with potential customers who may benefit from the products or services offered by the company.

Sales Objectives:

The goal of the Business Development team is to contribute to achieving sales objectives. This includes meeting revenue targets, increasing market share, or expanding the customer base. Business Development works closely with the product team to align their efforts and ensure that the overall sales strategy is effective and aligned with the company's goals and objectives.

Education & Experience Requirements

- Post-secondary bachelor's degree.
- Minimum of 5 years of proven success in B2B sales, preferably within the payments technology sector.
- Possesses knowledge of payment processing systems, including card issuance, fraud monitoring, ATM driving and mobile payment solutions (preferred).
- Familiarity with the CU system, banking operations, and FinTechs is advantageous, though not mandatory.
- Strong understanding of sales methodologies, negotiation techniques, and contract management principles.
- Proficiency in CRM software (e.g., HubSpot) and Microsoft Office Suite.
- Excellent verbal and written communication skills, with the ability to articulate complex concepts concisely and persuasively.
- Demonstrated track record of exceeding sales targets and delivering exceptional customer service.
- Self-motivated and results-driven, passionate about staying ahead of industry trends and driving continuous improvement.

Skills and Abilities

- Entrepreneurial mindset with a proactive approach to identifying and capitalizing on opportunities.
- Possesses robust decision-making abilities, demonstrating a proactive approach to devising innovative business propositions and pricing models to expedite the sales cycle process.
- Strong interpersonal skills and the ability to build rapport with clients at all levels of an organization.
- Resilient and adaptable, able to thrive in a fast-paced, competitive sales environment.
- High degree of integrity and professionalism, maintaining confidentiality and ethical standards in all dealings.
- Collaborative team player who can effectively collaborate with cross-functional teams to achieve common goals.



Interested candidates are requested to submit their resumes to Careers@Everlink.ca maximum by **March 31, 2024**.

What We Offer

- Competitive compensation
- Comprehensive benefits package
- Flexible working environment and office hours
- Opportunities for professional learning, growth, and career advancement

Everlink is committed to eliminating barriers and improving accessibility for persons with disabilities to our workplace in a timely manner that respects the dignity, independence, integration, and equality of opportunity. Everlink has an accommodation process and provides accommodations for employees with disabilities. If an employee requires a specific accommodation because of a disability or a medical need, we will work with them to make an appropriate accommodation. If you require an accommodation during the interview process, we will work with you to accommodate your needs.

