nuuvia™
A new path to building lifelong banking relationships.

Job Title:
Director, Partnerships & Operations

Job Description

Overview

Reporting to the VP, Operations, the Director, Partnerships & Operations will own every fintech partnership end to end: the partners that resell and refer our platform, the vendors we rely on, and the core, SSO, and SDK integrations that connect Nuuvia to the institutions we serve. This role keeps partner relationships healthy, stays on top of integration and code changes, grows and renews the pipeline of shared clients, and brings new partners on board from first conversation through signed contract.

This is a hands-on role, not an oversight role. The successful candidate will run a partner QBR in the morning, dig into an integration issue with Engineering in the afternoon, and redline a partner contract that evening. This person is self-driven, solves problems without waiting to be told how, thrives in a fast-moving startup environment, and is willing to wear whatever hat the day requires.

This is a remote, US-based position with approximately 30% travel.

Key Responsibilities

1. Partner Relationship Management

- Serve as owner, primary point of contact, and project manager for Nuuvia's fintech partners at the business, technical, project, and executive levels
- Manage all partner types, including channel partners that sell Nuuvia, third-party vendors Nuuvia relies on, and technology partners we integrate with
- Monitor partner health through regular check-ins, QBRs, and scorecards, and act early when a relationship shows risk
- Establish partner governance, including joint roadmaps, SLAs, and escalation paths, and hold both sides to them
- Partner with, orchestrate, and connect cross functional internal and partner resources including marketing, sales, engineering and delivery to maximize lead gen, booked deals, and successful implementations

2. Integration Oversight (Core, SSO, and SDK)

- Act as program manager for partner integrations, working with Product and Engineering to define scope, manage dependencies, and hit committed timelines
- Oversee the core banking, SSO, and SDK integrations that bring Nuuvia's youth banking experience to financial institutions
- Troubleshoot integration issues hands-on with partner and internal technical teams, and own them through resolution
- Hands on project management for new integration projects for partners from initial discussion to launch

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3. **Shared Client Pipeline and Renewals**

- Grow the pipeline of shared clients by aligning co-sell efforts between Nuuvia and partner sales teams, in coordination with Nuuvia Sales
- Support high-value opportunities where partner alignment improves win probability
- Track shared-client renewals and at-risk accounts, and drive expansion, including cross-sell of Biz Kids and card management
- Partner with Marketing on joint campaigns, marketplace listings, and ecosystem visibility

4. **New Partner Development and Contracting**

- Identify and source new partners across core providers, digital banking platforms, card and payments providers, and consultants serving community banks and credit unions
- Vet prospective partners on product fit, technical capability, financial stability, security, and compliance, working with Compliance and Engineering on due diligence
- Structure and negotiate referral, reseller, co-sell, and vendor agreements, including pricing tiers, revenue share, and SLAs, and manage contracts through execution with Finance and legal counsel
- Secure inclusion in partner marketplaces and preferred-vendor programs

5. **Partner Program and Operations**

- Build and formalize Nuuvia's partner program, including tiering, engagement models, incentives, onboarding, and enablement
- Create the playbooks, processes, and tooling that make partner work repeatable as Nuuvia scales
- Define and report KPIs for partner-sourced pipeline and revenue, integration delivery, shared-client retention, and partner ROI
- Partner with Finance on forecasting, budgeting, and ROI analysis for partner programs
- Step in wherever the business needs it, from building a deck to writing a process to joining an implementation call

Minimum Required Skills and Qualifications

- 7–10+ years in partnerships, alliances, partner operations, or business development within fintech, banking technology, or payments
- Direct experience with core banking providers, digital banking platforms, or card and payments providers
- Working technical fluency with APIs, core integrations, SSO, and SDKs, enough to follow a code change and ask Engineering the right questions
- Proven track record of sourcing, vetting, negotiating, and activating referral, reseller, co-sell, or vendor agreements
- Experience growing shared pipeline and driving renewals with community banks and credit unions

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- Strong negotiation, problem-solving, and executive communication skills
- Self-starter who works well with little structure and takes ownership from strategy through execution

Desired Skills

- Bachelor's degree in business, finance, technology, or a related field
- Experience as a program manager or technical program manager on multi-party integrations
- Experience building a partner program from scratch in a VC- or PE-backed, growth-stage company
- Familiarity with digital banking, financial literacy, or consumer deposit products

Who Succeeds Here

- **Hands-on:** Does the work, not just the oversight. Comfortable in a contract, a QBR, or an integration ticket
- **Self-driven:** Spots what needs doing and moves without waiting for direction
- **A problem solver:** Untangles messy, multi-party issues and finds a path forward
- **Willing to wear any hat:** Treats gaps as opportunities and pitches in wherever the business needs help
- **Technically fluent:** Understands how core, SSO, and SDK integrations work and what breaks them
- **A relationship builder:** Earns the trust of partner and financial institution executives

Measures of Success

- Growth in partner-sourced pipeline and revenue
- Strong renewal rates and expansion across shared clients
- Partner integrations delivered on committed timelines, with partner changes caught before they affect clients
- New partners sourced, vetted, and signed under clear, well-structured agreements
- Healthy partner relationships with fewer escalations

Benefits

- Competitive salary and bonus structure
- Comprehensive benefits package including health, dental, and 401(k)
- Dynamic work environment with passionate, driven colleagues
- A visible, high-impact role building Nuuvia's partner ecosystem
- Opportunity to shape the future of youth banking

About Nuuvia

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Nuuvia, a Tyfone group subsidiary, is the leading provider of intelligent lifecycle banking solutions for community banks and credit unions. Designed to easily integrate with a financial institution's existing digital banking infrastructure, Nuuvia's platform helps institutions acquire, retain, and more effectively engage account holders across multiple generations with personalized digital experiences as a Nuuvia-branded service, a co-branded service, or under the institution's white-label brand.

Nuuvia's flagship digital youth banking module is live with dozens of community banks and credit unions across the country, enabling them to acquire, grow, and retain youth accounts and deposits, promote financial health, and build long-term loyalty in an increasingly competitive marketplace.

Nuuvia is an equal opportunity employer. We encourage candidates from diverse backgrounds to apply.