



4248 Park Glen Road
Minneapolis, MN 55416
(952) 928-4648

Title: Lead, Collaboration
Reports to: TBD
Job Type: Full Time
Location: Remote, with some travel expected for MAG events
Application: For consideration, please submit applications [here](#)

Job Summary

The Lead of the Collaboration Pillar is responsible for the strategy development and execution of tactics to support the Collaboration Pillar. This role is highly visible and is critical in supporting MAG's mission to drive positive change in the payments industry by listening to and discussing with merchant members the top operational pain points they experience in running their payments business, as well as forming positions and reactions to breaking payments news and how that news impacts merchants. An important component of this role is owning and cultivating the relationships with all global and domestic payments networks, as well as acquirers. The Lead, Collaboration will work together with these external partners to enable two-way education, ensuring these partners understand the merchant position on key challenges and making changes that positively impact merchants, in addition to providing opportunities for partners to provide education on payments products and rules in feedback-gathering discussions.

Responsibilities

Collaboration

- Lead all strategy development for an oversight of execution of tactics to support the Collaboration Pillar
- Serve as the primary contact to members, sponsors, and payments brands on collaboration topics
- Lead Collaboration Committee and co-lead all Community of Practice (COP) efforts and initiatives
 - Recruit members to join the Collaboration Committee and COPs
 - Hold monthly meetings with Collaboration Committee
- Plan and lead the Acquirer Advisory Council meetings and agenda content
- Plan and lead the recurring relationship meetings with payments networks
- Provide subject matter expertise in payments educational content
- Drive efforts to make progress on priorities listed on the Network Best Practices Roadmap and oversee annual prioritization process
- Attend and support all appropriate MAG committees to share industry news and updates
- Represent MAG in payments industry forums (event attendance, speaking engagements)
- Develop and lead Collaboration Coordinator role
- Serve as the MAG's subject matter expert on payments operations and author Op Eds and curate articles or other public facing content on MAG priorities regarding payments as needed
- Participate on and/or lead panel sessions at MAG conferences and events to represent and share updates on the Collaboration pillar and relevant industry topics

Driving **positive change and innovation** in the payments industry that serves the merchants
interest through **collaboration, education, and advocacy.**

Special Interest Groups (SIGs)

- Lead strategy and execution for all Special Interest Groups (SIGs) and related initiatives with primary support responsibility for one SIG

Operational

- Assist with strategic projects as needed
- Attend all MAG member and sponsor events including in-person or virtual conferences
- Represent MAG at industry events as requested
- Attend MAG Staff and Board of Directors meetings representing Collaboration
- Meet deadlines established by supervisor and in Corporate and individual work plan
- Participate actively in the annual planning process, including developing and executing individual work plans, evaluating, and providing feedback on plans as the year progresses
- Think creatively about ways to further improve this specific role and the overall organization
- Other duties assigned by supervisor related to position.

Qualifications

- 3-5 years of experience in payments operations and strategy
- 2+ years of experience working at a merchant company or merchant service provider required
- Bachelor's degree required
- Strong leadership skills with the ability to motivate and influence others
- Ability to work independently with commitment to work with cross-functional teams
- Ability to work at a fast pace with a high level of accuracy, attention to detail, and proactive follow-through
- Highly organized and able to manage multiple ongoing projects
- Superior written, presentation, and oral communications and interpersonal skills
- Excellent skills in relationship management
- Proficient with Microsoft Office Suite including Excel, Word, PowerPoint,
- Strong skills with data analytics
- Ability to travel as needed

MAG Employee Benefits

Interested candidates can view the current MAG Employee Benefits [here on our website.](#)

About the MAG

The Merchant Advisory Group (MAG) plays a vital role in helping merchants and the industry shape innovative approaches to payments. Providing unparalleled collaboration and networking opportunities for merchants and



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sponsors, the MAG collaborates with industry stakeholders and advocates for merchants' interests. The MAG represents over 150 U.S. merchants which account for over \$4.8 Trillion in annual sales at over 580,000 locations across the U.S. and online. Roughly \$3.5 Trillion of those sales and over 100 billion card payments

The Merchant Advisory Group is an Equal Opportunity Employer. All qualified applicants will receive consideration without regard to race, color, religion, gender, sexual orientation, gender identity, national origin or ancestry, age, disability or veteran status or other protected status.

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