



## Returnity Job Specification

**Job Title :** E-Marketing Production Manager

**Company Name :** Returnity Pty Ltd.

A Photon Group Company

**Department :** Production

**Job Description :** General Summary:

This position is responsible for supervising and approving production schedules, project specifications, and fulfilling email marketing campaign requests. This position is also responsible for managing and coordinating the development and activities of an email production team, and ensuring that all projects are successfully completed within time and budget parameters.

### ***Essential Job Functions:***

1. Interview, hire, and counsel direct report employees. Allocate activities to production team. Ensure that responsibilities and accountability of all subordinates are defined and understood.
2. Participate in project inception and coordinate with necessary personnel. Set priorities, ensure data integrity, and communicate project deadlines. Monitor and report on project status.
3. Develop and implement production methods and resource optimisation to increase and improve productivity. Develop and utilise quality assurance procedures.
4. Utilise effective customer service techniques to handle client concerns. Work with internal departments to manage client issues, assess impact, and develop solutions. Exercise discretion and independent judgment in communicating and resolving issues.
5. Manage details of multiple client email marketing campaigns including communicating with internal teams on campaign scheduling, design, targeting, mailing issues, procedures, and expectation setting. Exercise discretion in resolving client issues.
6. Work collaboratively to troubleshoot issues and make enhancements to the deployment platform and deliverability.
7. Produce reports and analyse program results. Perform analytics, establish regular analysis process, and create benchmark to identify trends or issues.

**Qualifications :** Knowledge, Skill, and Abilities:

1. Ability to communicate with individuals at all levels in the Company and with various business contacts outside of the Company in an articulate, professional manner. Strong written and verbal communication skills required.
2. Ability to successfully manage multiple projects and people simultaneously.
3. Strong project management, organisational, time management and analytical skills.
4. Technical and HTML troubleshooting skills. Ability to recognise inefficiencies in processes and design solutions to address these issues.
5. Thorough attention to detail with the ability to share technical insights.
6. Advanced knowledge of technology, online marketing, and the Internet.
7. Advanced HTML skills including CSS and Javascript.
8. Sound working knowledge of PHP or Ruby/Ruby-on-Rails.
9. Advanced MS-Excel and Access skills.
10. Sound working knowledge of SQL or JQuery.
11. Ability to apply judgment in problem solving client situations, including whether or not to mail, when an issue has been resolved, and scope of communication with client.
12. Enjoy delighting clients with exceptional service.

Education, Experience, and Certification:

1. Bachelor's degree or equivalent is required.
2. 5 years previous relevant work experience is required.
3. Previous supervisory experience is preferred.

If you are interested in this position, please send your details to [info@returncity.com](mailto:info@returncity.com)