



Job Title

Senior Application Support Consultant

About Us

Campaign Master (UK) Ltd. is a leading email marketing software and services provider. We provide a robust, reliable email marketing application for marketers to build and launch their campaigns, along with a CRM and online survey builder.

Our growing number of clients is calling for an experienced email marketer to join our friendly team, to deliver an excellent customer experience. Our team work from our HQ in Harrow on the Hill in clean, modern, air-conditioned offices. Unlimited refreshments are free of charge in our open kitchen. You will also enjoy 25 days annual leave in addition to UK bank holidays. Great transport links are on our doorstep as we are based in the heart of a bustling town centre. If you enjoy a bit of golf putting or table tennis, we have those too!

Role and Responsibilities

You will be working with a wide range of email marketers, helping them to deploy their email campaigns and achieve their e-marketing goals in a professional yet relaxed manner. Your duties will include:

- Providing first line support to our users on our email marketing platform
- Designing and creating HTML email templates and campaigns using our open HTML and drag and drop editors
- Design and build of landing pages, surveys and automation programmes
- Escalating queries to second line where required
- Providing training to new and existing users on our platforms in a relaxed manner
- Working closely with account managers to relay user experiences

Position Type

Full time
37.5 hours per week

Department/Group

Professional Services

Location

Harrow on the Hill,
North West London

Level/Salary Range

Negotiable and dependent
on skill and experience

Benefits

- Company pension
- 25 days annual leave in addition to UK bank holidays
- Unlimited, free refreshments
- Modern, air-conditioned offices
- Ergonomic chairs
- Excellent transport links
- Table tennis and golf putting in office
- Excellent growth potential

Role Requirements

You should have clear, concise English verbal and written skills, as you will be providing customer service via email, screen shares and telephone to worldwide users. This is a fantastic opportunity to learn advanced email marketing skills and in general more about the digital marketing industry and gain valuable, niche skills.

Excellent Microsoft Office skills are essential.

You should be familiar with email marketing tools and comprehensive training will be provided on our applications. You should have an excellent understanding of HTML coding. CSS and JavaScript knowledge is also required. Multi-tasking a varied workload with customer experience is highly desirable. You should be passionate about delivering very high standards of customer support and delivering work to a high standard.

Additional Notes

This is a great opportunity to become an expert at email marketing design and build, as our clients are varied with wide ranging requirements across various editors. Progression in this role would lead to a management role.



Campaignmaster

www.campaignmaster.co.uk

Applications Accepted By E-Mail: hr@campaignmaster.co.uk

Subject Line: Senior Application Support Consultant