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| Job Title: | Marketing Manager | Job Category:  |  |
| Department/Group: |  | Job Code/ Req#: |  |
| Location: |  | Travel Required: |  |
| Level/Salary Range: |  | Position Type: | [i.e.: full-time, part-time, job share, contract, intern] |
| HR Contact: |  | Date posted: |  |
| Will Train Applicant(s): |  | Posting Expires: |  |
| External posting URL: | Once you have edited your job description, you can post the job on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. |
| Internal posting URL: |  |
| Applications Accepted By: |
| Fax or E-mail:(\_\_\_) \_\_\_\_-\_\_\_\_\_\_ or someone@example.comSubject Line:**Attention:** [Recruiting or HR Department RE: Job Code/Req# and Title] | Mail:[Recruiting Contact or Hiring Manager][Department, Company Name][P.O. Box][Street or Mailing Address with ZIP Code] |
| Job Description |
| Job Purpose:Markets products by managing staff; maintaining response operations; maintaining quality ratings.Duties:* Maintains marketing staff by recruiting, selecting, orienting, and training employees; maintaining a safe and secure work environment; developing personal growth opportunities.
* Accomplishes staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; initiating, coordinating, and enforcing systems, policies, and procedures.
* Maintains customer response operations by establishing work schedules; assigning employees; providing back-up.
* Maintains quality service by establishing and enforcing standards; training representatives; monitoring calls; surveying customers; evaluating outcomes.
* Resolves customer problems by training telemarketing service representatives; maintaining reference manuals and dialogue guides; providing information; answering questions.
* Maintains work process flows by coordinating information and requirements with related operational departments; participating with and providing resources to business improvement teams.
* Keeps management informed by preparing reports; making presentations; interpreting information; making recommendations.
* Maintains equipment by coordinating requirements with telecommunications and information services departments; examining state-of-the-art technology; recommending upgrades; controlling installations.
* Maintains professional and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
* Contributes to team effort by accomplishing related results as needed.

Skills/Qualifications:* Supervision, Market Knowledge, Subordinate Involvement, Planning, Quality Focus, Resolving Conflict, Customer Service, Managing Processes, Presentation Skills, Technical Understanding, Financial Planning and Strategy

*[****NOTE:*** *To post your job on [company URL], copy this description and click here [company URL]. You can log in to an existing account or provide your e-mail address if you are a new user. Select the zip code where the job is located, and then paste the job description into the online wizard. Then simply complete the required information and check out.]* |
| Reviewed By: |  | Date: |  |
| Approved By: |  | Date: |  |
| Last Updated By: |  | Date/Time: |  |