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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.com](mailto:someone@example.com)  Subject 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: |  |