



Job Title

Application Support Consultant

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

About Us

Campaign Master (UK) Ltd. is a leading email marketing software and services provider. We provide a robust email marketing application for marketers to build and launch their campaigns. With our growing client base we are looking for personable people to join our friendly team to deliver an excellent customer support 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 range of email marketing users helping them to deploy their email campaigns and achieve their email marketing goals in a professional manner. Your duties will include:

- Providing first line support to our users on our email marketing platform
- Creating HTML email templates and campaigns using our HTML and drag and drop editors
- Providing training to new and existing users on our platforms in a relaxed manner
- Build landing pages, surveys and automation programmes with our easy to use platform
- Escalating any non-first line support to second line
- Working closely with account managers to relay user experiences

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

It's advantageous if you are familiar with email marketing tools, however full, comprehensive training will be provided on our applications. You should have a fair understanding of HTML coding. CSS and JavaScript knowledge is useful, but not essential. Multi-tasking a workload with customer experience is highly desirable. You should be passionate about delivering high standards of customer service and delivering work to an excellent standard.

You should have clear, concise English verbal and written skills, as you will be providing customer service and support to users on a daily basis. This is a great opportunity to learn more about the digital marketing industry and gain valuable, niche skills. Excellent Microsoft Office skills are essential.

Additional Notes

This is a great opportunity for someone who loves or wants to learn more about email marketing, relishes client interaction and working in a varied role. Fantastic role to grow your e-marketing knowledge and progress within the company to an Account Manager and senior support roles.



Campaignmaster

www.campaignmaster.co.uk

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

Subject Line: Application Support Consultant