JOB DESCRIPTION - IMPLEMENTATION (CLIENT SUPPORT TEAM)

Company Overview

Tradedoubler is one of the pioneers in affiliate and performance marketing operating in over 30 countries worldwide.

Tradedoubler launched in Stockholm in 1999, taking its inspiration from US dotcom companies at a time when Google was still run from a garage in California. In affiliate marketing programmes Tradedoubler saw the potential to create a virtual meeting place for advertisers and web publishers and a new form of marketing and commerce based on shared knowledge and connections.

After the bursting of the original dotcom bubble, Tradedoubler continued to grow across Europe and beyond, providing crucial revenue streams for an ever-increasing number of web publishers and a profitable channel for offline retailers looking to grow sales online. Our success has always been based on the clear, compelling value of our pay-for-performance model: an opportunity for businesses to drive sales and for publishers to earn revenue based on the results they deliver.

Tradedoubler was listed on the OMX Nordic Exchange, Stockholm in 2005, following six years of continuous growth. Our affiliate network has grown every year since 2001, and today we work with over 140,000 active publisher websites in over 30 countries worldwide. In August 2011, Tradedoubler was voted the Number 1 preferred affiliate network in Europe in an A4U survey of over 1,000 affiliate publishers, who rated networks on the quality of their merchants and advertisers as well as the reliability of tracking and payment platforms.

Tradedoubler has never stopped innovating when it comes to leveraging the value of affiliate marketing programs and affiliate marketing technology for business. We continue to break new ground in areas such as mobile affiliate marketing and the use of affiliate networks to meet a range of performance marketing objectives in addition to sales. Our market-leading suite of affiliate technology solutions helps advertisers worldwide to track, optimise and integrate their performance marketing activity.

Tradedoubler today is built around two main areas of business:

- The business network: through which it operates as an independent third party, arranging adverts and campaign space among advertisers, media agencies and its unrivalled network of websites/publishers.

- The technology platform: an advanced proprietary advertising solution that connects traffic and transactions across advertisers, website publishers and agencies. This technology solution is licensed to some of Tradedoubler’s largest clients so they can manage, or part-manage their digital marketing activities in-house.

We believe in developing strong relationships with our clients and focus on delivering customised solutions based on individual client objectives.
Role Overview

As an Implementation team member you will be responsible for delivering implementations (new clients, additional markets, additional products and re-implementations) across the campaign and affiliate products.

Key performance indicators that you will be measured on include:
- Ensure fast and efficient client implementations with a positive and professional client experience
- Actively increasing knowledge about Tradedoubler’s products and services as well as knowledge sharing and training of colleagues

This role is a largely client-facing project management role working towards deadlines and with fast turn-around-times. You will also need to present technical solution to non-technical people as well as developers.

Key Personal Responsibilities

Implementations
- Proactively project manage implementations
- Guide client throughout implementation to ensure best possible setup and best practice
- Document all actions taken during implementations and ensure all parties are informed on progress
- Document all testing and client setup’s
- Log any bugs or feature request in bug and feature handling system
- Feedback any important client information to Client Services Team and/or Technical Support Team
- Identify any training/knowledge needs for clients and colleagues
- Prepare and perform trainings of clients and colleagues

Project Management
- Be responsible for undertaking project work across the team as required - participation in reference groups, training and testing on new functionality etc.

Professional Requirements
- University degree or equivalent experience
- Ability to grasp technical concepts - HTML, JavaScript, Flash, XML and programming languages advantage
- Broad online experience - understanding of online marketing, sales, technology
Experience of working in a client support role
Excellent written and spoken communication skills
English and Italian required

Personal Requirements

- Service minded and good customer orientation
- Solutions oriented with good problem solving skills
- Professional approach
- Results driven
- Attention to detail
- Proactive and take initiative
- Team player
- Self-motivated
- Hands on approach
- Flexible approach
- Ability to working towards strict deadlines