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HARTE-HANKS, INC. - NOTICE OF OPPORTUNITY

Date Posted: **January 25th**

Date Posting Closes: **February 28th**

Position Title: PROGRAM MANAGER

Location: HARTE-HANKS ROMANIA

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700490 Iasi (IS)

Job Description:

OVERALL PURPOSE OF THE JOB

Manage the day to day activities of the assigned accounts.

Responsible for the profitability of the programs.

Prepare monthly invoicing, reporting, day to day client interaction, prepare account reviews. Assist in implementing new projects together with the Account Manager.

1. Main Duties

- a) Manage team productivity - resource allocation, identify training needs, performance against Service Level Agreements (SLAs)
- b) Quality check a sample of work completed by team
- c) Side by side trainer - knowledgeable about all local processes
- d) Identify production/ data quality issues and implement corrective action (in cooperation with Account Manager and/or Client Services Director if necessary)
- e) Facilitate coordination of resources.
- f) Ensure all necessary metrics are reported in a timely and accurate manner
- g) Participate in Program Manager Council to discuss programs, improvement ideas, team issues

2. Staff Management

- a) First line contact for employee on – performance, opportunities, work ethic
- b) Input on team member performance reviews
- c) In conjunction with the Account Manager, Client Services Director and HR Manager, to recruit the 'right people, for the right jobs at the right time'.
- d) Highlight continual personnel performance issues to Account Manager for corrective action (proper documentation)
- e) To mentor and coach staff, ensuring training needs are fulfilled including ensuring that new employees receive all necessary induction training promptly.
- f) To build a motivated, supportive and effective team environment
- g) To ensure staff maintain a high level of customer focus at all times and provide a high quality product/service to clients (internal and external) at all times.
- h) To be aware of and follow health and safety regulations.

3. Ad Hoc Duties

As requested by your Account Manager to perform reasonable ad hoc duties within the Job Holder's capabilities.

4. Behaviours and Attitudes

- a) To provide a role model for the professional and enthusiastic attitudes and standards required by Harte-Hanks.
- b) At all time to actively seek out opportunities to help other members of staff and the company in order to achieve defined goals.

KNOWLEDGE AND EXPERIENCE

Essential

3+ years people management or supervisory experience, particularly coaching/mentoring

3+ years client service experience

Experience in prioritizing and coordinating workload

Desirable

Experience of working in the hi tech business to business area

SKILLS

Essential

Specific knowledge of all task being performed by team

First class organisational skills

Highest quality written, verbal and interpersonal communication skills

Strategic and lateral thinker, able to derive creative solutions to problems

Strong commercial/business acumen

OTHER REQUIREMENTS

Essential

Graduate degree Marketing or relevant experience in Direct Marketing

English and additional German or French

Good knowledge of MS Office package

Flexibility/Ability to multi-task

Can-do attitude (many tasks are time sensitive)

Professional image/presentation

Good team player

Self motivated, able to work on own initiative

Application only in case of serious interest!

⇒ Send a motivation letter and detailed CV to your HR department.