



Role: Relationship Manager (Asia Team, based in Hong Kong or Singapore)

The Relationship Manager is responsible for providing strategic client services and general account management to one of Epsilon's key clients in the Asia Region. S/He will be responsible for the successful deployment of client digital campaigns, as well as supporting the Epsilon account teams to facilitate business growth in the Asia Pacific region.

Reporting to the Regional Relationship Director, Asia, primary responsibilities will include:

- Gather business needs for custom projects and manage their implementation in a timely and cost-effective manner. Collaborate with various cross-functional teams in the region to ensure seamless and successful client campaign deployments.
- Work directly with the client and support the development of strategy, campaign setup, execution and reporting. Manage on-going digital campaigns and project resources.
- Guide the resolution of technical support issues and escalating upwards where appropriate.
- Manage client expectations effectively, anticipate client needs and proactively provide relevant solutions.
- Act as a strategic resource for the client by providing consultation on industry best practices and ideas to enhance digital marketing efforts.
- Provide reporting/benchmarks/insight on campaign results as required
- Maintain and facilitate account growth according to quarterly revenue and other retention targets.

Requirements

- At least 3+ year experience in a comparable position
- Diploma or degree education
- Very good understanding of email marketing technologies
- Solid project management skills. Ability to plan/prioritize tasks, and to act with diligence and autonomy
- Excellent communication and interpersonal skills. Ability to build relationships.
- Excellent presentation, negotiation & technical aptitude skills
- Successful track record in account management and consultative selling
- Knowledge of the Digital medium & Direct Marketing Industry in Asia preferred
- This position has a significant in region travel requirement. It is expected that 50% of the time will involve travelling
- Strong communication skills in English essential
- Strong communications skills in one asian language (Japanese/Chinese) desired

About Epsilon International

Epsilon International is the industry's leading marketing services firm, with a broad array of data-driven, multi-channel marketing solutions that leverage consumer insight to help brands deepen their relationships with customers. Services include strategic consulting, acquisition and customer database technologies, email marketing and analytic services, predictive modelling, loyalty management, and direct and digital agency services.

With local offices in the Australia, China, Hong Kong, Singapore, U.K., France and Germany, Epsilon International is an operating unit of Epsilon. Founded in 1969, Epsilon is headquartered in Dallas, USA and comprises three major business services groups: Marketing Technology, Purple@Epsilon, and Epsilon Targeting data services. Epsilon is the world's largest permission-based email marketing provider.

Epsilon is an Alliance Data Company (NYSE: ADS). For more information about Epsilon's marketing solutions in Asia Pacific, visit www.epsilon.com/apac or email to apac-info@epsilon.com.

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