

POSITION TITLE: PLATFORM OPERATIONS ASSOCIATE

LOCATION: BALTIMORE, MD OR NEW YORK, NY

About the Opportunity

The Platform Operations team is responsible for working with clients, both internally and externally, to strategize, price and deliver compelling interactive media campaigns via a SaaS platform that achieves client objectives and leverages Videology's expertise in interactive online advertising. In addition, Platform Operations supports clients and Videology Sales to maximize client retention, while ensuring internal processes and requirements are met.

Job Responsibilities

The Platform Ops Associate is responsible for the optimal strategy and execution of their clients' campaigns running in the Platform while ensuring overall business portfolio health, as measured by: performance, pace & profitability. The Associate is also responsible for operational-specific training and education of clients running media through the Videology SaaS platform. The Associate works across multiple departments to ensure that client's needs are met through operational and technological advancements.

- Strategize with Commercial on offerings/client approach and pricing discussions
- Attend Client Meetings for training and education of the Videology offering
- Work across all Videology departments to ensure client needs are met
- Coordinate the approval and management of all 3rd party studies with Product Team and study vendors (Nielsen, Comscore, etc)
- Complete IO (Insertion Order) processing & obtain signatures for both new and revised IOs, while maintaining those IOs in billing system
- QA and route creative assets and 3rd-party tags from client to Traffic for campaign launches and/or creative or tagging updates
- Generate monthly 3rd-party reports for billing; assist with invoice troubleshooting, collection efforts and data pulls for auditors
- Send weekly updates to Sales and Videology Leadership on campaign and portfolio performance
- Quarterback campaign troubleshooting efforts, coordinating as needed with functional teams (Traffic, PSD, Tech Ops)
- Troubleshoot Optimization issues, coordinating as needed with functional teams (R&D, Tech Ops)
- Responsible for all campaign reporting (Top-Lines, MIDs, EOCs, Custom Reports)
- Run client internal and external war rooms as needed
- Participate in EOM financial duties (Billing Discrepancies, ACC, etc.)
- Manage PO's for campaign add-ons (create PO, review/approve invoices)
- Provide UAT and Feedback Support on Videology Products
- Serve as a main operational point of contact for clients with regard to RFPs, campaign-specific questions, optimizations, site list requests and data
- Jointly participate in regular "office hours" for training and support.

Minimum Qualifications

- Superior verbal and written communication abilities
- High attention to detail
- Strong time management and organizational skills
- Ability to prioritize requests to the benefit Videology and our clients
- Ability to work autonomously as well as being a good team player
- Ability to develop strong and productive working relationships with both internal and external clients
- Fast learner, eager to deepen knowledge and understanding of Videology's business operations
- Outstanding business sense, problem solving, project management and analytical skills
- Good knowledge of MS Office packages, particularly Excel

Preferred Qualifications

- Experience with SQL and other database management programs
- Degree in Engineering, Economics, Mathematics or a related field or demonstrated strength in such disciplines

Resume Submission

Please submit your resume to careers@videologygroup.com and denote the position title and location of the job you are applying for in the email subject line.