

United Arab Emirates Jobs Expertini®

SSO- Digital Content Editor Job at Etihad Airways | Abu Dhabi

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Company: Etihad Airways

Location: , Abu Dhabi Emirate, United Arab Emirates

Category: sales-and-related

Etihad Airways Careers is Looking to Hire Following Staff – SSO- Digital Content Editor Job at Etihad Airways | Abu Dhabi

About Etihad Airways

Etihad Airways is the second flag carrier of the United Arab Emirates. Its head office is in Khalifa City, Abu Dhabi, near Abu Dhabi International Airport. Etihad commenced operations in November 2003. It is the second-largest airline in the UAE after Emirates. The name Etihad is Arabic for 'United

Job Description

Provide comprehensive sales & marketing support to the Etihad Hub, SuperSeller and Business Connect program. Be responsible for all aspects of digital content being published into the digital CMS from conception, through publication to retrospective and review.

Job Responsibilities

Advanced use of AEM (adobe experience manager) CMS software for content editing

Be the first of contact for the website changes, tasked with updating the platform accordingly as per business request

Publishing and editing new and exciting content collaboratively with wider business stakeholders such as marketing, sales, revenue management and policy management team.

Work with UX & UI designers in developing new components and optimizing existing journeys.

Working closely with QA team to ensure all website changes and updates are signed-off and launched on time

Audit existing content, propose process improvements and create new web pages.

Provide troubleshooting expertise and response to user enquires via e-mail exchange

Deal with day- to-day problem arising from both loyalty programs and liaising with internal departments (Etihad Guest, DT&I, Global Sales) and program manager to resolve issues.

Oversee user and data access including online enrollment, business permit verification's and account reactivation due to account suspension.

Managing multiple request simultaneously that contain a variety complexities and resolution period i.e fraud prevention investigation, platform and technical issues

Job Requirements

Minimum Bachelor degree / Diploma

Minimum 3 years' experience in airline or travel agency experience with focus on sales support / analysis.

Minimum 1 year experience working with digital online content using a content management system (CMS) tool, preferably Adobe experience manager (AEM)

Minimum 2 years' experience in CRM and loyalty program, preferably in ASP and Comarch

A good technical mind and general understanding of HTML, CSS & XML

A proven track record of delivering against SLAs (on time project execution, within budget etc)

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