



# Example of Optimization Manager Job Description

Powered by [www.VelvetJobs.com](http://www.VelvetJobs.com)

Our company is searching for experienced candidates for the position of optimization manager. To join our growing team, please review the list of responsibilities and qualifications.

## Responsibilities for optimization manager

- Develop internal processes and ensure internal processes are understood and followed to enable client satisfaction, retention, growth, and profitable
- Actively participate in client planning and communication of strategic direction for all clients within Client Group
- Have a deep understanding of tactical skills of the DOS team to train and mentor team members
- Inventory client site analytics, documenting performance of key funnels, flows and pages
- Baseline performance strategy creation
- Strategically assess client site performance tracking
- Marry client site performance to chat performance trends
- Using analytical insights to help other departments troubleshoot technical problems
- Deep understanding of TouchCommerce's platform capabilities, advance variables configuration options and program level settings
- Proficiency with MS Office products required

## Qualifications for optimization manager

- Loves being a team player, thrives on change
- Familiarity with digital and social content/product development desired
- Thrives on change
- Build and sustain an environment focused on delivering superior client

- Ensure staff exhibit effective communication skills with clients, being helpful and engaging while accurately educating clients as to our products and services
- Coach team to achieve Average Response time to email/chat expectations ensuring Outliers are addressed