



Mobonair is a global mobile services specialist. We pride ourselves in our ability to provide a mobile services cloud for enterprises and mobile operators. Our entire portfolio is designed in-house and draws on our extensive experience, taking into account specific requirements of our clients and partners. Our regional approach coupled with dedicated development resource enables us to provide clients worldwide with carrier-grade quality, reliability and flexibility. For more information, visit our corporate web site at

www.mobonair.com.

As our business grows daily, we are seeking to recruit new members to join our team of enthusiastic and committed information technology experts.

We have an open position:

Email Delivery Manager

If you are obsessed with preventing spam from reaching the email ecosphere and helping customers be as successful as possible as getting their wanted mail into the inbox, we are looking for you to join the Mobonair team. We want your expertise in filtering technologies, abuse prevention and email best practices and in return we've got some interesting projects that you can design and implement from scratch.

Responsibilities:

Manage customer escalations via case queues and report on trends. Ensure internal service levels and other KPIs are met by the team.

Manage, operate and optimize the daily removal of blocks, blacklist listings and direct abuse complaints, including alerting customers and providing counsel on any practices that need improvement.

Investigate and address email delivery problems by communicating with ISP abuse desks, email blacklists, and anti-spam technology providers in a professional manner.

Optimize customer delivery success through changes in infrastructure, server optimization, product interface, practices, and policy.

Stay current on deliverability and sender reputation trends in the industry reporting important changes/trends to the executive level making recommendations for customers to achieve higher performance. Collaboratively spec out new features and functionality relating to deliverability, abuse prevention, content screening, IP address assignment, etc.

Work in partnership with internal teams (Sales/Support Managers, OPs).

Monitor and adjust IP allocation strategies to maximize sender reputation and deliverability.

Share your knowledge with other employees.

Join Mobonair if you:

- Are sharp, goal-oriented, with a passion for driving business forward
- Are a team player
- Have strong verbal presentation and written communication skills
- Want to learn about new technologies

Your Skills

Experience with large-scale email operations.

You must have prior experience with reputation services, feedback loops, CAN-SPAM compliance, and relationships with the major ISPs and blacklists with the ability to communicate directly with them.

Ability to communicate recommendations for improving email strategy and operations clearly and professionally both verbally and in writing.

Self-directed and self-motivated. Must be able to prioritize effectively in a fast-paced environment. Must have a passion for analysis and troubleshooting.

Expert knowledge of 'best practices' for email creation, sending, list building and list management.

Advanced understanding of ISP/domain-specific delivery policies such as spam scoring heuristics, bounce handling rules, whitelisting, complaint reporting and filtering logic.

Advanced knowledge of email authentication protocols and other technological factors affecting email delivery.

Ability to work tactfully through challenging client issues.

Superior project management & time management skills; strong business acumen.

We offer international and dynamic working conditions, challenging situations that allow personal and professional development. Mobonair encourages self-initiative and offers an environment where each staff member has an opportunity to learn and to be promoted based on his/her knowledge and work.