



You ready to be our new

Campaign Manager

Let's discuss why you should join our Vamp world.

We are building the future of Influencer marketing!

In just six years, we've grown to seven offices globally, built an invite-only network of 45,000+ creators and influencers and worked with some of the world's largest brands. We've also been recognised by Deloitte as one of the fastest-growing companies in Australia, and all of Asia Pacific, for the past four years. And guess what? We are ready to scale even further.

We are looking for thinkers and doers. Those that aren't afraid of change, but rather adapt and embrace it. This is the MOST exciting time to join our journey as you will have a real opportunity to make a meaningful impact on the direction and future of our company. We want to empower you to influence the success of Vamp.

Due to our exciting growth, we now have an opening for a **Campaign Manager**, based in our **Singapore** office. This role will be pivotal in taking our **Customer Success** to the next level.

So what are we all working towards? I am glad you asked.

The mission!

We're building a single global platform to connect, create, manage, and report on your influencer campaigns for Instagram, YouTube, and TikTok. This will enable brands and content creators to grow their businesses through the power of influencer marketing.

How can you help?

The Campaign Manager

To be successful in this role, you'll become an expert across our product offering, effectively onboarding new customers, educating users on platform best practices, and answering client queries through our help desk. The Campaign Manager works closely with our sales and product team, to ensure the ultimate customer experience is achieved.

While no two days are the same, your key responsibilities will be:

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- Becoming an expert in Vamp's platform, and educating customers on how to effectively use it.
- Moderate customer briefs to ensure they meet our standards and attract applicants.
- Monitor campaigns from checking creator opt-ins to timelines and content submission.
- Monitor self-serve customer progress and help customers progress through the platform.
- Liaise with creators on the Vamp platform via our 1:1 chat.
- Discover creators for campaigns, and onboard them to Vamp.
- React to campaign issues and work to resolve them in a timely manner.
- Capture user (creator or customer) feedback and submit feedback and requests about the product via Zendesk.
- Work with the product team on pilots to test new features and processes to help inform improvements to our platform.

Qualifications and Attributes

- Excellent written and verbal communication skills
- Strong listening and presentation skills
- Problem-solving ability
- Highly organised and punctual
- Ability to multitask, prioritise, and manage time effectively
- Knowledge and interest in tech, social media, and influencer marketing

Nice to have:

- 1-2+ years experience in a Software, SaaS business or Marketing Agency

What Vamp brings to you

The most exciting career journey of all time. Becoming a Vamper means:

- A voice - You are empowered to influence at Vamp, this is a place where we speak up, not speak down.
- A focus on mental health - we believe more workplaces should make it a priority.
- Flexibility - Have a say on how you do your best work with our flexible working culture.
- Vamp life balance - A healthy Vamper is a happy Vamper. We provide leave so you stay.

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- Ownership - We have an equity plan for our Vampers because when our value says #allin, we mean it.
- Being at the forefront of an exciting fast-growing industry
- A meaningful impact on customers and creators around the world.
- A work culture like no other, with a talented and supportive team.

So, what's next?

It's important that our culture fits you - and provides a place for growth, challenge, and satisfaction.

- Are you passionate about supporting customers and finding solutions for their needs?
- Are you passionate about amplifying creativity and helping content creators pursue their dreams?
- Do you welcome change and adapt easily to a growing business?
- Do you stay curious for improvement and solutions?
- Are you seeking somewhere you can bring your whole self to work?
- Do you want to be part of a team that collaborates and celebrates?

If you answer yes to these questions, we'd be thrilled to meet with you.