

Product Communications & Content

Required Skills and Responsibilities

- Bachelor's degree (in English, communications, marketing or a similar field) or equivalent experience.
- Strong competence in MS Suite (Word, Excel, etc.).
- Experience working with Content Management Systems (Drupal, WordPress, or similar).
- Skillful with Layout/Design Software for sourcing and editing as necessary.
- Understand the landscape of online communications from Microsoft Word to various Content Management Systems.
- Proven ability to write and edit with speed and accuracy, displaying a strong knowledge of English grammar and the ability to create clear, engaging, and informative text.
- Exceptional at maintaining calendars and juggling deadlines, keeping track of content throughout the editorial process.
- Understand how to market content; familiarity with industry trends.

- Collaborate with Product Communications & Content team on product launches, enhancements, other ad-hoc scenarios that impact our clients and client-facing teams.
- Develop, draft, and assist in delivering the appropriate communications through various channels with input from the Subject Matter Experts.
- Create and proactively maintain both internal and client-facing product and sales support materials in various PT&C-owned repositories.
- Complete BAU deliverables for the team in the form of troubleshooting when required, testing, locating source files for edits.
- Assigned as a dedicated resource on specific projects to support internal and external content and communications deliverables.
- Assist Managers with project planning and execution where needed (drafting deliverables, attending project meetings, etc.).
- Provide cross-team coverage.
- Marketo communications, production of Internal News Posts, uploading documents.
- Proactive content management in various PT&C-owned repositories of product information.
- Spotlight Production and Management & Analytics.
- Develop content, production of Guides, FAQs & Talking Points.
- Production and maintenance of online banking bulletin.
- Support Product Page Redesign by assisting with guide updates and migrating Product Pages to the new look & feel.

