

## Customer Service Agent (Social Media Moderator)

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Company: Brickbrands

Location: Morocco

Category: office-and-administrative-support

### Job Description

Here's What You Will Do:

Solve customer problems in a professional and timely manner Send follow-up emails/messages to the customers regarding their concerns Respond to potential customers by providing accurate information about our products and services Use our online platform to monitor content Maintain constant communication with your shift manager to resolve any issues or questions Closely work with clients to ensure the safety of their online community, and that the policies and guidelines are being followed accordingly Rapidly identify any online communication, whether it's a plain text or a meme and stay up to date with the latest social media trends/lingo Understand brand policies and guidelines, in order to effectively analyze information and be able to make the correct decisions in moderating each content in a timely manner Work with various brands from different industries to detect, review and monitor all kinds of content

### Qualifications

Here's What You Will Need:

A High School Diploma or equivalent  
A personal PC/laptop with a working webcam  
General knowledge and interest in various social media platforms (Facebook, Instagram, LinkedIn, Discord, etc)  
A good working home environment with a stable internet connection

Must have experience in

**content moderation, marketing, or social media/community management**

Any form of experience in **Social Media** and **Customer Service (non-voice)** is a plus!

The ability to work an 8-hour shift, on a rotating schedule, and be flexible to work on weekends.

Excellent communication skills in English and Spanish, both written and oral. Additional languages are a PLUS!

### **Additional Information**

### **The Perks BrickBrands Offers:**

100% Remote position  
Healthcare reimbursement  
Continuous learning experience & career growth opportunities  
Offers competitive compensation based on location market rates  
A great opportunity to work with some of the world's coolest and most innovative brands  
A welcoming environment where even your feedback and suggestions are all being taken into consideration  
Enjoy working in a diverse & global team environment - BrickBrands team members come from different backgrounds

**An opportunity to work with various social media channels and brands. Send your CV in English!**

Customer Service Agent (Social Media Moderator)

Agadir 80000, Morocco \* Full-time

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