

Customer Content Manager

Team:	Customer Success
Reports to:	Senior Customer Success Manager
Contract Type:	Permanent, Full Time
Location:	41-45 Blackfriars Bridge Court, Blackfriars Bridge Road, London, SE1 8NZ

About Reevoo

At Reevoo we believe that a transparent relationship between brands and consumers is better for both. Over 200 brands agree with us and use our Ratings & Reviews, Social and Customer Intelligence products to engage with, listen to and learn from their customers.

We also believe we can help everyday people make better decisions about what to buy by connecting them with likeminded people. That's why we're always innovating – creating new tools for customers to express their opinions and constantly improving the ones we have.

We don't settle for average. We want to make cool stuff that serves a good purpose. If you work with us, you will too.

Role Description

The Customer Content Manager is a unique role where you will be able to work closely with our multi-lingual moderators, end consumers as well as our external clients. You will be required to have a full understanding of our process and moderation guidelines, ensuring that we maintain the quality of reviews, consumer interactions and user generated content that we publish. You will be responsible for onboarding, continuous improvement, and training of the Online Moderators. You will be responsible for ensuring that the moderators perform with a high level of efficiency and quality by instituting a quality assurance program.

The moderation community is home-based workers, with the majority of the work force in the UK. Moderators are a mix of part-time direct employees with Reevoo, with some independent contractors. Moderators operate in a number of languages. Primary communication with the moderator community will be in English.

Responsibilities

You will be in a role at the heart of the business with touch points across multiple teams. On a typical day in our team you will:



- Manage our Moderation-as-a-Service offering
 - Develop monthly and yearly forecasting reports to maintain the speed of moderation during high seasons
 - Collate, review and approve moderator hours and invoices
 - Look and analyse ways to improve moderation process for all clients
 - Maintain the Moderation Guidelines, ensuring that they are up to date and followed by moderators
 - Manage day-to-day communications with moderator community members, monitoring conversations and respond in a timely fashion
 - Train and managing a high-performing moderation team that provides exemplary service levels
 - Manage and respond to Moderation based Support cases from our customer base
 - Provide performance feedback to moderators, and identify individual's areas for improvement
 - Escalate appropriately and where necessary any reviews to our 3rd party arbitrator
- Customer Success Duties (including, but not limited to)
 - Oversee and ensure quality communications that get sent to consumers on output of moderation, training and webinars
 - Inform the communication processes across all customer segments, and develop and maintain process to consistently track customer engagement and feedback
 - Aid in the maintenance of our webinar programme
 - Collaborate with Support and Account Managers to onboard customers on myReevoo platform
 - Monitor and respond to our clients as prioritized by your manager and the business
 - Provide product training and best practise sessions where needed

You will agree, and work closely with your manager on a given set of objectives, expectations, and commitments.

Skills & Experience

This position requires the following essential skills and experience:

Must have:

- Experience with content management or community moderation of user generated content
- Experience in working with the general public to communicate content moderation and curation decisions
- Are energetic, enthusiastic and a great communicator internally on all levels.
- Have the ability to problem solve and be persuasive
- Are organised, able to meet deadlines and work on many things at once
- Are articulate and possess excellent communication skills
- Are a team-player who is able to work unsupervised
- Are hungry to be in a challenging environment in a fast growing tech company
- Previous experience in Customer Success, Account Management, Project Management or equivalent history of increasing customer satisfaction, adoption and retention.



Reevo is an Equal Opportunities Employer.

Please note: we can only consider applicants with the current legal right to work in the UK.