

English-speaking Social Media Specialist - Valencia, Spain

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Company: Jobs Europe AB

Location: Spain

Category: other-general

Introduction

Want to work for a top social media company?

Join our team **English** Social Media Specialists at Atento and colleagues from all over the world in Valencia, Spain!

Responsibilities

Handle and resolve end-to-end product troubleshooting and customer support for a popular social media company.

Ability to work on case volumes across email and chat channels.

Drive overall Customer Satisfaction metrics ensuring service quality through case journey, providing regular updates across touchpoints.

Drive adherence to service levels across channels and achieve Best in class productivity, impact resolution times for end customer.

Partner with in-house technical specialists to educate advertisers on product features and common issue types.

Qualifications

BA/BS degree or equivalent practical experience

Language: **English business level proficiency**, read, write, and speak fluently if needed, language skill is additional (Ready & write proficiency) 2-5 years of digital advertising or technical customer support/operations experience

Preferred experience in a Contact Centre/service program for any advertising tech company.

Product support experience is desirable. High experience supporting customers via, and chat ,

Fluent with any social media product usage and a basic understanding of digital marketing.

Incentives

WHAT'S IN IT FOR YOU?

A diverse, global organization full of intelligent, friendly people to bounce ideas off, learn from, and grow with

Endless career opportunities and clear paths for career development

A competitive salary

Inclusive perks and benefits

Contact information

Start date **Immediate**

If you find yourself smiling right now and this feels like the perfect next step in your career, we want to hear from you! Apply today and find out why 150,000+ people around the globe choose to call Atento home.

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