

Content Moderation - Thai

Apply Now

Company: Social Element

Location: Poland

Category: computer-and-mathematical

Where: Remote (from country of residence)

Type: Freelance

Join Us at The Social Element!

Founded 21 years ago, we're a leading, global and independent full-service social media agency with a team of over 260 members. From Diageo to Mondelez to Dr Pepper, we are trusted partners to some of the world's largest brands.

Our winning formula? Building strong client relationships to become the voice of their brand on social media.

Why us? We believe in the power of **Genuine Human Connection** to drive brand growth, trust, and loyalty. Social media is our foundation, where we give brands the tools to emotionally engage with their audience like never before.

We believe that **brand protection** protects more than just our clients' brands but also **online communities**. Our aim is to ensure clients that their audiences's voice matters and they have a safe place for communication.

The Opportunity

Do you have an interest in creating safe online communities?

Would you find it exciting to work with a global gaming brand?

Sound like you? We'd love to talk to you about this position!

We are looking for **native level Thai Content Moderators** to support our clients with keeping their online communities safe.

In this type of work, a Content Moderator helps us to make sure all content on our client's platform is free of illegal, hate speech and harmful content that goes against the community guidelines. This type of work it's not just about following rules - we need someone who can think on their feet and make smart choice when things aren't so black and white. It's a fast-paced job with lots of content to review, but you'll be making a big difference in keeping our client's online community safe and respectful! If that sounds like you, come join us!

What to expect on a typical moderation shift

You'll be going over a set amount of reported content which is all centralised in our moderation tool. The content can range from comments, chats, strong graphic images, videos and audio files. You'll be expected to moderate a set number of reports per hour.

In addition to:

- Moderate in accordance with The Social Element and client-specific guidelines in a KPI driven environment. Moderation guidelines are provided by the client and will be accessible throughout every shift as well as part of your training and onboarding.

- Keep up to date with notifications of any new changes in the guidelines or our systems that may impact your work.

- Carry out moderation and training according to the times scheduled in the project schedule.

- Resilient to review content that may be unexpected, sensitive, intense or challenging.

- Escalate user-generated content that falls within the official escalation processes (eg child safety, bomb threats)

- Inform Supervisors and/ or project management team of any technical or other issues with tools or content and providing feedback on any client issues.

Working Shift Hours

We are looking for a person who can support us with Thai Moderation **with a 2- 3 hours per week** and must be available to work **Wednesday shift time from 9-10pm GMT** You'd be expected to work additional hours for covering potential holiday or sick cover if this comes up. If you have flexibility and availability across weekends and evenings, we'd love to hear from

you! We might have some additional opportunities we could consider you. Let's explore the possibilities together ;)

Requirements

About You

What you need to ace it as Moderator:

Native level Thai in addition **fluency in written and spoken English** (this is our main language of communication across the business and for training)

Background experience: any content moderation or online safety experience is highly desirable or any past work experience where attention to detail and accuracy was essential

A high level of resilience you may encounter unexpected, sensitive, intense or challenging content. This role involves potential exposure to sensitive or graphic content e.g harmful language, racial comments, child abuse, violent threats.

Tech Proficient: Have confidence in using digital technology (google apps, communication tools, etc) as you'll be using a variety of online tools for moderation work, project notifications and updates, video communication, so it's essential to have this in a remote working set up.

Eager to learn and receptive to feedback your work will be QA'd weekly to make sure you meet the set KPIs, but don't worry! We'll make sure you have all the tools and knowledge you need to succeed in the role.

Demonstrating commitment and reliability by respecting your assigned shifts by being on time and focus on your work.

The Hiring Process

The hiring process for this position will be made up of the following stages:

Online assessment

Interview with the talent Team

We are excited to receive your application!

IT Policy

We operate a BYOD (Bring Your Own Device) Policy which means to carry out this work, your PC will need to meet the following requirements:

Operating system Windows 10 64bits or higher / MAC OS X version 13 (Ventura) or higher.

i5 8th generation or faster 64-bit (x64) processor

At least 8GB RAM (16GB recommended)

Internet speed is 20Mbps download / 1Mbps upload (50Mbps download / 5Mbps upload is recommended)

40 GB available HDD (SSD recommended)

A Webcam and headset

Android or iOS device for 2FA

Chromebook, Linux and Cloud VMs are not supported. If you wanna run a local VM (virtual machine), you need to send us your computer specs and explain how you intend to do this.

Please Note: It is essential to have all IT requirements to qualify for the process and IT policy.

Our Diversity, Equality & Inclusion Commitment

We aim for our hiring process to be fair, transparent and based on merit, skill and experience related to the role.

We are eager to receive applications from people of all backgrounds, especially those who may have been under-represented in the workforce. We truly value having divergent thinkers who bring various experiences and perspectives to our team.

We understand that many times the hiring process can be challenging, and we want to ensure that all candidates feel supported and that they can perform at their best. So if you require any additional support or accommodation, please don't hesitate to let us know in your application and a Talent team member will reach out to you.

We also recognise that **confidence gap** and **imposter syndrome** can hold candidates back from applying and this gets in the way of meeting spectacular talented people, so even if you feel you don't fulfil all the job criteria, we still encourage you to apply. Who knows, you could be exactly who we're looking for.

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