

Content Moderator with Spanish

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Company: Alorica

Location: Poland

Category: educational-instruction-and-library

KEY JOB RESPONSIBILITIES

Review content (video, image, text) and conduct quality control, ensuring the content complies with local policies and regulations;

Understand and remain up to date with client policies and the online community standards; resolve inquiries according to defined guidelines and procedures;

Interpret and apply complex policies and guidelines to content; investigate and resolve issues regarding reported content;

Review the reported content within agreed turnaround times and standards of quality;

Coordinate with supervising departments for the timely management of content that violates our regulations; escalate issues outside the company policy;

Ensure legal compliance and safety of content uploaded to the short video platforms;

Develop, improve, and maintain standards for the security of online communities;

Improve the content management strategy for the short video platforms;

Serve as an advocate for the user community;

In the context of this role, individuals may be exposed to potentially disturbing content and will need a level of resilience and maturity. We care for our employees' safety and well-being and

ensure that they have the support and resources needed to execute the responsibilities of their roles.

KEY JOB REQUIREMENTS

Good command of Spanish;

Good command of English;

Ability to work on-site on a 24/7, 4x2 shift patterns as required;

High-school graduate;

Familiar with or actively engaged in social media and pop culture;

Logical problem-solving skills and ability to multi-task;

Ability to use Windows operating systems and navigate between various windows;

Ability to work under pressure;

Detail-oriented, proactive, professional;

Quick learner, adaptable, and ready to learn new processes, concepts, and skills;

Eagerness to achieve the monthly quantity and quality goals;

WHY JOIN ALORICA?

We Offer So Much More Than a Paycheck

Competitive salary

Additional health insurance (incl. dental care)

Group insurance

Wellbeing platform

But that's just the start: here are a few more reasons to consider Alorica.

Career development opportunities

Extensive training programs

Access to top notch technologies and best practices

Excellent working environment

Company events

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