

## **Dutch/Flemish Speaking Online Content Moderator & Customer Support**

**Number of Posts:** 6

**Contract Type:** Indefinite Full Time

**Job description:**

- Reviewing and moderating ads and user-profiles, with high accuracy at a fast pace.
- Participating in regular training sessions to learn and maintain expert knowledge of publication rules, market trends and moderation best practices.
- Collaborating with your team members.
- Providing feedback to managers on trends, common end-user mistakes and questions.
- Giving input on improvements of publication rules to improve user experiences.
- Supporting users and answer their questions via email.

**Requirements:**

- Fluent in Dutch and have good knowledge of English.
- Flexible and able to make quick decisions in a dynamic environment.
- Conscientious and reliable – commitment is one of our core values!
- Eagle eyed with great attention to detail.
- Caring about people – you will be working with securing the online safety of our customers and their users.
- Ideally interested in marketplaces, shared economy and new technology.
- Previous experience in content moderation, customer care and/or online business is a plus.

**Training provided:**

2 weeks in the Qormi, Malta office.

**Any assistance with accommodation/relocation:**

- €200 paid back flight expenses, on completion of 6 months probationary period.
- Up to 3 weeks paid accommodation.
- Taxi pick up from the Airport.

**Other benefits:**

- An opportunity to make a positive impact on the digital world, by making the internet a safer place for people to use.
- A stimulating and rewarding job in a fast-moving, innovative and international tech-company.
- Career opportunities within a management or expert field.
- Additional vacation days.
- Free fruit, tea and coffee if you prefer working in the office.

- Ability to work from home when working late shifts and weekends. Night Shifts are until Midnight!
- Free day transport to the office from certain areas within Malta.
- Team performance bonus and working from home allowance,
- Corporate discounts for gym memberships, shops and taxi's.
- Private Health Insurance, eye care tests, health and well-being professional support.
- Refer a friend bonus scheme.
- Comprehensive training and constant feedback.
- Fun events, great colleagues, and a fresh, playful workplace with a variety of cultures.
- Relocation packages for international applicants.

**Salary:**

€1,800 Gross per month

**How will the interviews be held?**

Online Interviews

**To apply**

CVs and a covering email are to be sent by email to [eures.recruitment.jobsplus@gov.mt](mailto:eures.recruitment.jobsplus@gov.mt) and should be written in English. Please quote the vacancy name and number in your email.