

# Venezuela Jobs Expertini®

## Customer Experience Manager - Venezuela

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Company: Motion Global

Location: Venezuela

Category: arts-design-entertainment-sports-and-media

COMPANY PROFILE SmartBuyGlasses Group (Motion Global Ltd.) is one of the world's leading designer eyewear e-retailers, with sites in more than 30 countries. With over 200 employees, we retail the world's best eyewear brands, including Ray-Ban, Tom Ford, Gucci, and many more. SmartBuyGlasses has a young, international, entrepreneurial culture promoting fast career progression and self-development. Passionate and effective employees are usually promoted quickly to managerial positions, operating teams with high degrees of ownership. Who are we? We are the team members of SmartBuyGlasses, making something great. We are MoGos. MoGos is an acronym from our parent company, Motion Global. We are a truly multifaceted team from the four corners of the globe. Our dynamic personalities are our strength; our ambition is what drives us forward, and together, we are building a company that we can be truly proud of. Our Core Values We believe in the empowerment of the individual. We believe that everyone has the right to be who they want to be, achieve their ambitions, and live their dreams. We empower our team members by offering unique opportunities to build their skills and accelerate their careers. We give back to the communities where we operate. Most importantly, through our buy-one-give-one program, we drive positive change globally, one glass frame at a time. SMART MOGOs are outcome-driven. We begin with the end in mind, but we also know that the journey is just as important. PASSIONATE MOGOs are passionate about what they do. We believe in making a difference and building strong relationships with our peers. ENTREPRENEURIAL MOGOs not only come up with awesome ideas, we take ownership of them and push them forward. COLLABORATIVE As MOGOs, we know that our team is stronger than the sum of

its parts. Together, we can achieve the impossible! **JOB DETAILS** **Position Mission** The core mission of this role is to manage our online reputation and our Social Media channels, lead a team of 5 to 10 members, and identify ways to improve our communication with the customers. The key responsibility is managing and engaging with an organization's online community by creating and executing community engagement strategies, moderating discussions, and responding and/or managing the responses to comments and inquiries across social media platforms and online reputation platforms. Will also participate in projects that will help us to improve the service to our customers. **Responsibilities** Developing and managing a team coverage for social media and reputation sites communication Monitor, track and report on feedback and online reviews (Feedback management) Develop and manage long-lasting processes that will allow us to maintain high reputation scores and social media interaction along our different domains. Set, plan, and implement social media and communication projects Coordinate with Marketing and Customer communications teams and collaboratively lead cross-department projects Stay up-to-date with e-commerce digital technology trends Create and manage a Response Matrix system for organizing and prioritizing responses to social media inquiries and comments. Organize and maintain communication across our different social media platforms. Provide community feedback to the management and stakeholders. **Qualifications** 3+ years experience leading a team Good customer service and interpersonal skills Experience in growing social media communities by fostering positive sentiment. Fluent in English, very strong verbal and written communication - Native speaker is a plus Experience with Excel spreadsheets and basic data manipulation Comfortable with utilizing new technologies/online tools Strong attention to details Knowledge of the most common social media channels Entrepreneurial, highly resourceful Effective and efficient in a fast-paced, high-impact environment KPI-driven, results-oriented, analytical Strong organizational skills **What's in it for you?** Competitive Salary Performance bonuses Free designer glasses annually Annual/Sick Leaves Career development/ learning program Fast-paced, dynamic, and multicultural work environment Kindly be advised that only candidates who have been shortlisted will be contacted for further proceedings. We encourage you to visit our website for additional job opportunities and career information. Powered by JazzHR

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