

Swedish Speaking Online Content Moderator/Customer Support Agent

Number of Positions: 1

Contract Type: Full-time

Besedo is a Swedish company with offices in five locations around the world, providing content moderation solutions to leading online marketplaces, dating sites, and sharing economy services. Our automation tool, Implio, facilitates fast and easy moderation, often in combination with our manual services. Besedo is a very multicultural company, and it shows through our employees, who between them, boast a range of 17 different languages. Besedo is a fast-growing tech-company providing tools and services to online marketplaces around the world.

At Besedo, our moderation teams are at the core of our business and essential to our success. We invest in our co-workers and love to see you grow with the company. In fact, 50% of our managers and experts started as content moderators.

Join a vibrant, international team in Malta, dedicated to making the internet a safer place for all!

Job description:

Your Role and Responsibilities:

- Supporting users and answer their questions via email
- 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. You are our eyes and ears and you know the users the best!
- Giving input on improvements of publication rules to improve user experiences

Requirements

- Fluent in Swedish 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 details
- Caring about people – you will be working with securing the online safety 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

Any other benefits

- An opportunity to make a positive impact on the digital world, by making the internet a safer place.
- 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.

"The enduring goal of Besedo in Malta is that the composition of our workforce should reflect that of the communities in which we work."

Salary:

€1694.24

How will the interviews be held?

Online

To apply

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

All Applications will be acknowledged and treated with maximum confidentiality.