

Hiring Part (, USD)

Location **Arkansas**
<https://www.genclassifieds.com/x-709929-z>



The Social Media Moderator is a front-line position that is responsible for monitoring and responding to comments and feedback left on the company's social media properties.

This part-time, temporary role ensures that responses to posts and comments are delivered within an agreed service level, and that the communication style and tone conform to the company's social media guidelines.

Specific duties and responsibilities involve: responding to user comments on social media channels according to agreed service levels; continually monitoring activity and interpreting posts correctly, ensuring that responses are tailored according to the brand personality; customer service follow-up, tracking and monitoring, including maintaining a log; adhering to escalation procedures including contact with the company's PR & Customer Care teams when necessary; posting images, video, and copy as per instructions provided; and completing maintenance tasks as instructed including updating cover photos, editing existing copy, managing spam or offensive comments, and closing competitions or notifying winners.

Think you're cut out for this job? Learn more about it at: [?topfreelancers.us](https://topfreelancers.us)

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