

## Community Operations Specialist - Indonesian Market (Social Media Account)

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Company: TDCX

Location: Thailand

Category: other-general

### Top Reasons to work with TDCX

Attractive remuneration, great perks, and performance incentives

Comprehensive medical, insurance, or social security coverage

World-class workspaces

Engaging activities and recognition programs

Strong learning and development plans for your career growth

Positive culture for you to #BeMore at work

Easy to locate area with direct access to public transport

Flexible working arrangements

Be coached and mentored by experts in your field

Join a global company, winner of hundreds of industry awards

### What is your mission?

Review reported content and respond to user inquiries with high quality, speed, empathy and accuracy.

Assist our community and help resolve inquiries empathetically, accurately and on time.

Investigate and resolve issues that are reported such as requests for account support and reports of potentially abusive content.

Gather, analyze, and utilize relevant data to develop ways to improve the overall user experience on the site.

Recognize trends and patterns, escalating any issues outside company policy to the global team.

Ensure confidentiality, security, integrity and privacy of data as top priority.

Any other duties and responsibilities that may be assigned to you by the management from time to time, within your category of employment in the organization and for the effective implementation, maintenance and continual improvement of the Quality Management System of TDCX.

### **Who are we looking for?**

Candidate must possess at least a Diploma, Advanced/Higher/Graduate Diploma, Bachelor's Degree, Post Graduate Diploma, Professional Degree, Master's Degree in any field.

Preferable with 2 years of working experience in the related field is ideal for this position. However, fresh graduates are encouraged to apply.

High affinity and cultural awareness of political and social situation regarding the relevant market or region that will be supported.

Ability to work with technology well and is naturally tech savvy.

Ability to multi-task and use information provided by customers to tailor responses and actions to meet specific needs.

Ability to handle multiple priorities, work in a fast environment, and manage their time effectively.

Excellent verbal and written communication skills in English and the language of the supporting market.

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  2. **Community Operations Specialist - Indonesian Market (Social Media Account) Jobs Thailand** ↗
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  4. **Community Operations Specialist - Indonesian Market (Social Media Account) Jobs Thailand** ↗
  5. **Community Operations Specialist - Indonesian Market (Social Media Account) Jobs Thailand** ↗
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  2. **Community Operations Specialist - Indonesian Market (Social Media Account) jobs** ↗
  3. **Community Operations Specialist - Indonesian Market (Social Media Account) jobs** ↗

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