

# SOCIAL MEDIA SUPPORT AGENT – GERMAN OR NORDIC SPEAKER

DUBLIN, IRELAND



## WHY ACCENTURE

Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions – underpinned by the world’s largest delivery network – Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 459,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at [www.accenture.com](http://www.accenture.com)



Become an expert in the support experience for public figures, content creators, and media companies

- Develop investigative skills for identifying sources of verification in various cultural contexts
- Manage high volume ticket queues in a consistent and efficient manner
- Serve as the primary support point of contact for content creators, public figures, and media companies regarding the verification of their pages and content Support and communicate with public figures, content creators and media partners, to understand and resolve their inbound product questions and issues
- Communicate and collaborate cross functionally to lead creator and partner issue resolution across teams, and troubleshoot quickly and effectively to drive resolution Support charities utilizing their payments, issues and queries as part of our social initiatives

- Experienced at using search engines to find information on the internet
- Familiar with and user of social media products
- Excellent work pacing (time management) skills, able to work independently
- Attention to detail is essential to ensure the quality of work execution
- Able to work in multiple tools/web browser windows at one time
- Motivated, takes initiative, high energy
- Familiar with MS office (mainly excel) for updating progress
- Candidates should have good search and navigating skills
- Interpersonal Skills
- Fluent German or Nordic speaker
- Self-starter, can easily adapt to change (new content, changing policies)
- Good problem solving
- High School or Leaving Certificate

# INCLUSION AND DIVERSITY

We are a global collective of diverse talents. Innovators improving the way the world works and lives. We provide an accessible, inclusive, open and welcoming workplace that helps everyone make the most of their professional potential. Discover how we are accelerating equality for all in the workplace. [Click here](#)

Please advise if you have any particular requirements, so we can look into arranging reasonable adjustments to the recruitment process. You can contact us at [access@recruitment@accenture.com](mailto:access@recruitment@accenture.com)

*Due to the nature of this role, the post holder might regularly be exposed to and have to deal with stroboscopic effect images*

For further information and to apply, please feel free to reach me or my colleague out at [oihane.anon@accenture.com](mailto:oihane.anon@accenture.com)

Please also note that Accenture is an equal opportunities employer and welcomes applications from all sections of society and does not discriminate on grounds of race, religion or belief, ethnic or national origin, disability, age, citizenship, marital, domestic or civil partnership status, sexual orientation, or gender identity. Accenture is a leading global professional services company, providing a broad range of services and solutions in strategy, consulting, digital, technology and operations. Combining unmatched experience and specialized skills across more than 40 industries and all business functions—underpinned by the world's largest delivery network—Accenture works at the intersection of business and technology to help clients improve their performance and create sustainable value for their stakeholders. With approximately 373,000 people serving clients in more than 120 countries, Accenture drives innovation to improve the way the world works and lives. Visit us at [www.accenture.com](http://www.accenture.com)

