

Position Description

Vacancy Title: **Social Media Moderator - [Suva]**

Location: **Suva**

Reports To: **None**

Objective

We are seeking a dedicated Social Media Moderator to join our ecommerce team and serve as the frontline guardian of our brand's online presence. This role combines customer service excellence with brand protection, requiring someone who can engage authentically with our community while maintaining professional standards across all social media platforms.

Outcomes

Organisational Stakeholders

1. Community Management

- Monitor and moderate comments, messages, and user-generated content across all social media channels including Facebook, Instagram, Twitter, TikTok, YouTube, and emerging platforms.
- Respond promptly to customer inquiries, complaints, and feedback with empathy and professionalism while maintaining brand voice consistency.

2. Content Moderation

- Review and approve user-generated content, ensuring compliance with community guidelines and brand standards.
- Remove inappropriate content, spam, or potentially harmful posts while documenting incidents for reporting purposes.
- Escalate serious issues to management and legal teams when necessary.

3. Customer Support Integration

- Collaborate closely with customer service teams to resolve product inquiries, order issues, shipping concerns, and return requests through social media channels.
- Track and document customer interactions to identify recurring issues and improvement opportunities.

4. Crisis Management

- Identify potential PR issues early and respond according to established protocols.
- Deescalate tense situations through thoughtful communication and appropriate escalation when needed.
- Monitor brand mentions and sentiment across platforms to proactively address concerns.

5. Analytics and Reporting

- Track engagement metrics, response times, and resolution rates.
- Prepare weekly and monthly reports on community health, common issues, and moderation activities.
- Provide insights on customer sentiment and emerging trends that could impact the business.

Responsibilities - Key Competencies

Competence	Description
Business	
Planning	Deliver results by developing, reviewing or following a work plan, action plan or operational plan.
Customer	
Customer Commitment	Demonstrate a commitment to customer service - both internal and external customers.
Promotion	Promote the value of the products/services offered by the organisation.
Quality Focus	Deliver quality.
Professional	
Technology Application	Apply technology.

Qualifications

Qualification	Discipline	Notes
Desirable		
Diploma	Business Administration, Information Technology, Media, Management or business	

Work Knowledge and Experience

Previous experience with Brandwise AI or similar AI-powered social media moderation platforms would be an added advantage

Knowledge of ecommerce industry trends and AI moderation best practices is desirable

Strong written communication skills with excellent grammar and attention to detail

Experience with major social media platforms and their native moderation tools

Customer service experience, preferably in ecommerce or retail environments

Ability to multitask and manage multiple conversations simultaneously

Proficiency with social media management tools (Hootsuite, Sprout Social, or similar)

Basic knowledge of ecommerce platforms and order management systems

Familiarity with analytics tools and reporting software

Comfortable with CRM systems and ticket management platforms

Exceptional patience and emotional intelligence when dealing with frustrated customers

Strong judgment and decision-making abilities for content moderation decisions

Ability to remain calm and professional under pressure

Cultural sensitivity and awareness of diverse customer backgrounds

Multilingual capabilities to serve diverse customer bases (enhanced by Brandwise AI's multi-language support)

Experience with influencer relationship management using AI-powered insights is desirable

Requirements

Language Proficiency

Fluency in both written and spoken English

Regulatory Compliance Requirements

Police Clearance

Other Required Requirements

No other required items found.

Interactions

Type	Interaction	Comments
No interactions found.		

Attributes

Behavioural Styles

- Accountable Assumes full responsibility for own actions and identifies with the success or failure of own part of the overall work/goal.
- Detail oriented Attends to the small elements of a task/activity, ensuring completeness and accuracy.
- Enthusiastic Shows high levels of excitement and interest, and expresses positive feelings.
- Innovative Devises new and creative ways to do things comes up with original ideas.
- Integrity Adherence to moral and ethical principles; soundness of moral character; honesty.
- Punctuality Completes a required task or fulfills an obligation before or at a previously designated time
- Reliable Is able to be trusted to do what is expected or has been promised, puts in a great amount of effort believing in the value of work.
- Resilient Cope positively with stress and catastrophe. Bounces back from setbacks, mistakes or misfortunes.

Interpersonal Styles

- Empathic Has the ability to understand somebody else's feelings or difficulties.
- Realistic Shows concern for facts and reality, rejecting the impractical.
- Team Oriented Enjoys being with others as part of a group or team.
- Trusting Places confidence in others without misgivings, relying on their ability, character, and truthfulness.

Thinking Styles

- Decisive Reaches conclusions, promptly and firmly.
- Well organised Controls tasks in a well thought out and critical manner.

How To Apply

All applications to be submitted via the below link. <https://jobs.hrmonise.com/details/3870/centrecom-fiji/social-media-moderator-suva-June2025>

Contact for Enquiries

Contact Name: Farhana Hakim

Contact Email: Vacancy@centrecom.com.fj

Further Contact Information: --

Closing Date: 20 Jun 2025