

Community Manager Germany

We are looking for a Community Manager in Lünen / Dortmund. This is a part-time position (5hours per day) and you will be in permanent contact with our Community Manager in Barcelona and will work together in order to follow the same strategy in both countries. A first period training by Skype is foreseen during the first weeks by our Community Manager from Barcelona. You will also be the contact between the company and customers. This position reports directly to our Director in Barcelona and our Director in Germany.

Your responsibilities as a Community Manager:

- Responsible for running and developing the website.
- In charge of the web content management and organizing the information
- You take responsibility for communication via all community channels (Facebook, Twitter, Google +, Youtube, Blogs, Newsletters)
- You will define and prepare mailings for bloggers and online influencers
- You will work closely with our international team
- You will prepare and present analysis and reports
- You will follow, seek and analyze dialogues and interactions with customers
- You will make recommendations regarding to present and future actions depending on the results
- You will work with Prestashop
- You will process the orders from customers and attend them by phone when needed
- You will create banner ads

Your responsibilities as a Customer Service:

- Call potential customers, follow-up their orders to ensure ordered products are delivered effectively and in a timely manner to customers
- Answer incoming calls, prepare all legal papers and relevant documents for the goods(invoice, Packaging list)
- Contact shipment companies
- Contact with our manufacturers of labels worldwide
- Coordinate and follow-up the production and deliveries, stocks, etc

Your skills:

- You successfully completed course of studies with particular emphasis on marketing, media/internet or comparable training
- You are keen on the healthy, ecological or natural/organic food and cosmetics or similar
- You have good technical understanding and are able to communicate your knowledge effectively to customers
- Can-do attitude and excellent feeling for opportunities in your daily work
- You have a medium level knowledge of Photoshop and Web Design
- You are a good communicator with strong presentation skills
- You are native German and proficient in spoken and written English
- Spanish language is a plus

If you feel you are the suitable candidate for this position and you would like to join our team, we would love to hear from you! Please send an email with your resume to: mortego@the-ecological.com