

ITES Content Developer (FTC), Consumer Customer Service Support

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Company: Amazon Europe Core Sarl - D40

Location: Sandweiler

Category: office-and-administrative-support

We are currently looking for a Content Developer with full proficiency/native level in Italian and Spanish language to join the European Customer Service Support team on a fixed term contract.-

You will act as the 'voice of Amazon' for our customers through the writing, publishing and maintaining of customer-facing and internal documentation. You will be responsible for all customer-facing and internal documentation, including but not limited to online Help pages and Knowledge Centre documentation. Content is dependent on business and product team initiatives, as well as the development and clarification of customer service policies and procedures.

Key job responsibilities

- Write and publish content for our internal and external customers
- Create content to address urgent or rapidly developing situations that impact customers
- Make recommendations to inform content strategy
- Manage several complex projects simultaneously, with a sense of urgency
- Collaborate with multiple teams to gain alignment on content strategy and execution planning
- Collect data and insights to inform strategic decisions

- Identify opportunities to improve content development processes
- Work an on-call schedule to provide content support for escalations or urgent situations

We are open to hiring candidates to work out of one of the following locations:

Luxembourg, LUX

BASIC QUALIFICATIONS

- Full proficiency in Italian and Spanish (native level in one of them).
- Fluent/Excellent English speaker.
- Demonstrated content management experience within the tech writing, web, localization or content industry.
- Experience working in environments that require constant change with flexibility and business acumen.
- Experience working with global stakeholders on complex changes.
- Excellent planning, communication and time management skills.

PREFERRED QUALIFICATIONS

- Localization experience with a proven track record for delivering projects within scope, time and quality.
- Understanding of outsource vendor processes and interactions.
- Intermediate HTML and/or XML skills.
- Experience with DITA.
- Experience with Trados or other CAT tools.
- Previous experience with web publishing tools and the ability to learn our in-house tools quickly.
- Previous experience in a Contact Centre environment with a healthy balance between customer obsession and the need to adhere to company policies.

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