

Job Description

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| Job Title | Digital Content Manager - (French) |
| Location | Basingstoke, Hampshire |
| Type | Permanent / Full Time |
| Working Hours | 08:00am - 4:00pm |

Do you have a passion for Digital Marketing?

Do you have Customer Service experience? Look no further! Apply directly to Geronimo Web now - simply email us a copy of your CV to [cv@geronimoweb.com](mailto:cv@geronimoweb.com) !

# Overview

An opportunity has arisen for a Digital Content Manager to join our niche, fast- growing and dynamic global digital marketing business, working for one of the largest blue-chip companies within the automotive industry!

Reporting to the Operations Manager, the individual will be responsible for updating and editing website content, with a passion for all things digital for a major automotive brand. We are looking for a creative/lateral thinker with an ability to go above and beyond expectations when it comes to account management. An eye for detail is essential along with strong communication and relationship-building skills.

The successful candidate will be an enthusiastic self-starter, capable of delivering excellent results both individually and as a member of a multi-lingual team.

# Key Responsibilities

Content Management (all training provided)

* Assist all clients in getting the most out of their websites, assisting with the optimisation of content and the creation of marketing materials
* Take in-bound calls and emails from French customers, logging all records accurately and efficiently in the customer database
* Occasional translation of website, marketing and ongoing communications material into French.
* Proactively audit the usage and performance of the French dealer websites
* Proactively advise dealers on all aspects of web management, website content/marketing and optimisation, liaising with other departments
* Work with the technical, search and marketing teams to deliver one-to-one strategies and training to French customers



* Accurately and effectively report on the performance of the France account – both internally and externally
* Continually look at ways to improve the level of service provided to French customers.
* Support the management team in respect of emerging customer service requirements as they arise
* Efficiently manage both your client portfolio and your other responsibilities.

# Qualifications, Key Skills & Experience

Essential

* Fluent level in both written and spoken English and have native level: French
* Passionate about customer service excellence
* Ability to work under pressure in a fast-changing environment, with priorities reviewed daily
* Proactive problem-solving skills with great attention to detail
* A quick learner able to rapidly adopt new techniques and technologies
* Possess a positive can-do attitude
* Presentable, trustworthy and confident
* An energetic and passionate individual committed to raising standards and performance throughout business
* Loyal and committed; looking for a long-term career opportunity
* Degree educated or similar qualification
* Basic Excel
* Basic Word
* Excellent time management and organisational skills.

Advantageous

* Experience of website development and infrastructure
* Experience of digital marketing, SEO and web analytics
* Knowledge of the automotive industry
* Knowledge / experience of CMS.

Required Languages:

* Native level French
* Fluent level in both written and spoken English.

Registered in England No. 7057911.

Registered Office: Units 4 & 7, Prisma Park, Berrington Way, Basingstoke, Hampshire RG24 8GT, UK