**Spanish Project Specialist (Interim)**

**Job ID**

546137

**# Positions**

1

**Company/Location (search)**

ES-Pozuelo de Alarcon

**Posted Date**

6/12/2017

**Position Category for Posting**

Editorial, Writing, & Content Management

**Recruiting Team**

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**Job Description**

We are currently looking for an **Interim Project Specialist with native level Spanish** to join the EU Customer Service Integration team in Amazon’s Customer Service Centre.  
  
Project Specialists are the ‘voice of Amazon’ for our customers through the writing, publishing and maintaining of documentation. You will be responsible for all customer-facing and internal documentation. Content is dependent on business and product team initiatives, as well as the development and clarification of customer service policies and procedures.  
  
This role is based in MADRID, CORK, BERLIN, CAGLIARY, REGENSBURG, EDINBURGH.  
  
**Responsibilities:**

* Drive the implementation of projects into the Spanish Customer Service (CS) organization
* Identify areas of potential customer dissatisfaction with policy/process on CS initiatives and work with relevant team(s) to improve the customer experience before launch
* Interact with cross functional teams to ensure all aspects of project are aligned
* Ensure communication within CS departments for new CS projects flows consistently and efficiently
* Monitor the project’s overall progress: anticipating risks, resolving issues, initiating corrective action and escalating as appropriate
* Develop material that effectively communicates information to internal and external audiences and edit existing material

**Basic Qualifications**

The ideal candidate will be comfortable in a fast-paced, multi-tasked, high-energy environment. 

* University degree
* Excellent verbal and written communication skills in Spanish (native speaker level) and English
* Experience on translation and localization, communications and/or project management in a professional writing and editing environment, particularly in feature writing and informational material
* Leadership/project management skills, with the ability to lead cross-functional discussions and to effectively scope and deliver projects under tight deadlines
* Ability to manage multiple projects, consistently delivering results despite competing priorities and distractions
* Sound business background with a passion and drive for customer obsession

**Preferred Qualifications**

* Previous experience with content management systems (CMS) and the ability to learn our in-house tools quickly.
* Project management experienceProven ability to work on own initiative.
* Previous experience in a Contact Centre environment with a healthy balance between customer obsession and the need to adhere to company policies.
* Ability to flex and switch from one focus to another depending on what is priority for the business or team at any particular time.