

The interview has 5 questions to be answered in English.

Perfect candidate to this position must be:

- Fluent in English (at least in the interview).
- Energetic and full of life.
- Passionate to start a new career with WEBHELP.

Q1: tell me about your self

Part 1: speak about your personal info

First of all, I want thank you for this opportunity, I am really looking forward to join WEBHELP.

My name is (_____), I am (XX) years old. I have graduated from Jordan university of science and technology with a bachelor degree in (_____) and over all GAP of (___).

Now speak about your past experience and how it is relevant to this position.

Speaking of my past experience, in my study period I was an active student committee member. We were responsible of arranging events, provide study support activity and materials, for me, my main duties were to provide logistical support. I have learnt too much out of that experience.

Actually, the main thing that you gain from such experience is to deal with urgent situations and meet the level of your audience.

I can classify myself as energetic and determinate person.

Or you can customize the above answer to suite your past experience but for a fresh graduate or a graduate person with no experience in customer service the above answer is perfect.

Q2: what do you know about WEBHELP:

Webhelp is a global Business Process Outsourcing provider originally founded in France in 2000, specializing in:

- technical consultancy,
- business process management
- customer experience across a range of digital, social and traditional voice channels.

Purpose: Enabling and coaching consumers and brands to engage digitally.

Today Webhelp is a 40,000 people-strong global leader in business process outsourcing (BPO).

Webhelp has grown significantly with more than 500 partners being served by our global teams which cross more than 35 countries and more than 140 customer experience hubs.

Q3: What do you about content moderator position:

A content moderator is responsible for user-generated content submitted to an online platform.

The content moderator's job is to make sure that items are placed in the right category, are free from scams, doesn't include any illegal items.

ببساطة يعني الشغل بكون انه نراقب المحتوى الي بتم رفعه على منصه من منصات التواصل الاجتماعي والتأكد انه خالي من الاشياء الممنوعة والغير قانونية (لازم يكون حسب ال policy تبعت المنصة).

Q4: what are the most important skills needed to be a successful content moderator:

1. Computer skills.
2. Passion for social media.
3. Flexibility to work rounded shift.
4. Familiar with business need and rush hour or periods.
5. Ok to deal with sensitive content.

6. Committed to work and take your job very seriously.

Q5: why do you want to join WEBHELP or Why you want change your career path:

Joining WEBHELP is a great opportunity because it is one of the leaders in this industry. The work environment is full of life and chances to grow up, that's why I am excited and determinate to join you.

I have made up my mind to change my career path to be content moderator because I do see myself in this field more than any place else due my social and friendly nature, it is more suitable for some one like me to work for WEBHELP.