



Technology will never replace humans, it only adds to our advantage. Our multi-lingual content and community specialists moderate user-generated content for the world's biggest companies. Intelligent moderation stems from competent and highly experienced moderators. We believe. It's about the people.

About ICUC

As the leaders in moderation services we minimize the risk by providing intelligent moderation powered by real people. You can be confident that we will protect, and secure your brand as we have since 2002 for some of the world's busiest sites. Who we are is what we do.

Required Skills

- Excellent communication skills.
- Above average skill in using today's social networking tools such as Twitter, Facebook and other social media sites.
- Overwhelming passion for today's social networking and collaboration technologies.
- Strong sense of account ownership and pride in work.
- Strong time management skills with the ability to plan, prioritize, monitor, and respond to changes quickly.
- Strong decision making skills coupled with good judgment.
- Ability to multitask in a fast paced, entrepreneurial environment.
- Good sense of decorum and brand appropriateness.
- Friendly, diplomatic, and imperturbable self-starter with the willingness and desire to take initiative and get the job done.

Recruitment Process

- Stage A: Initial interview and background/character check.
- Stage B: Interview with Community Leader and HR Manager to discover candidate suitability development level.
- Stage C: Training and moderator shadowing.
- Stage D: As an ICUC trainee, candidate is assigned a moderation team and begins the ICUC Training Program.

Training Program

Each of our moderators goes through a six-week training program to ensure that they are the perfect match to your project. The training process is a continuous one, and requires ongoing development and performance reviews. All ICUC content and community specialists are assessed in the areas of guideline competency, brainstorming, critical thinking, team building.

- Week 1: Introduction to ICUC Moderation Services
- Week 2: Moderator shadowing and team assistance
- Week 3: Moderator shadowing and team assistance
- Week 4: Development program and accreditation
- Week 5: Assessment of Interactive Facilities Management
- Week 6: Practical assessment and testing

Languages

- English
- French
- Portuguese
- Korean
- Hindi/Urdu
- German
- Arabic
- Malay/Indonesian
- Japanese
- Tagalog
- Finnish
- Polish
- Dutch
- Punjabi
- Spanish
- Russian
- Mandarin
- Cantonese

*Further language support available upon request.

Contact



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We've got you covered