

# We need you.



## Director Content Quality & Support (f/m/x)



Hamburg



Full-time  
employee



Executive (VP,  
SVP, etc.)



€80,000 –  
€100,000



4,2

Apply

### Your tasks:

- You will take over the strategic leadership of the Content Quality & Support team and you will be the face internally but partially also for external communication on the topic of trustworthiness
- In this role you will not only be responsible for providing excellent service to our users and customers but also for enhancing and monitoring the quality of our reviews as the owner of our content moderation processes
- You provide knowledge and guidance while developing your individual team members
- You ensure that the Content Quality & Support team is set up for growth and develop a scalable business unit based on modern processes and technologies
- You measure and steer the success of the team and make sure that SLAs are on track and the team achieves great customer satisfaction
- You collaborate closely with different areas of the business to implement initiatives to enhance the trustworthiness of kununu's content on our platform
- You manage escalations and critical requests with ease and support your team in resolving them
- You are responsible for monitoring and implementing

regulatory and legal changes that have an impact on  
content moderation and support in close  
collaboration with the New Work legal team

## Your skills:

- You ideally have an educational background in business or economics☒☒
- You have relevant work experience and at least 3-5 years of leadership experience in the field of User and/or Customer Support
- You have extensive experience in stakeholder and project management and enjoy to drive projects across different areas
- You want to work with people, have strong empathy and great communication skills – you enjoy developing individuals and further developing the organization
- You are hands-on, solution-oriented and user-centric and always looking at the big picture
- You have vast experience in process optimization by using new technologies like AI and you are familiar with SaaS solutions and CRM systems (i.e. Zendesk) and might have already driven large service tool migration or changes in the past
- You are data-driven and have strong analytical skills☒☒
- You are fluent in German & English☒

## About the job

Learn more... 

## Your benefits

DrinksFood.png flexible\_home\_office.png confidential\_flexible\_working\_hours.png restaurant\_vouchers.png Communication.png Culture.png mood\_o\_meter.png officedogs.png workation.png suitcase.png

## Your contact person

You still got questions about the job.  
Feel free to get in touch with us.



**Katharina Presulli**

Senior Recruiting Manager

Contact me

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