



Toluna is the world's leading independent online panel and survey technology provider to the global market research industry, with offices in Europe, North America and Asia Pacific.

We have an internship vacancy available as **Online Community Manager Portugal/Brazil** (native speakers only), described below:

- Animating and moderating the community website in your language; driving increased participation and organizing campaigns to stimulate community involvement against measurable metrics.
- Interact with members and ensuring a homogenous cross-product experience (website, blog, helpdesk).
- Owning our customer service platform in your language – providing our members with first-class customer support (whether by email or on the site).
- Website/product testing for R&D team, escalating issues as necessary and providing general site support.
- Translations from English into Portuguese (both from Portugal and Brazil)
- Animating the blog in your language, writing posts on a weekly basis on a variety of subjects of your choosing.
- Monitoring the e-reputation of Toluna on 3rd party sites, ensuring a sufficient company response when needed and escalating important issues to the management team.
- Help with other marketing activities if needed

Location: Levallois-Perret, France

Starting date: February 2015

Full time internship (9h45h-17h45h, Mon-Fri)

The internship would be available for 6 months and it is remunerated by 650€/month/gross + 50% of your monthly transport ticket + 60% of restaurant tickets (food aid).

We require an internship contract from the university in order to recruit.

Send applications to: silvia.santos@toluna.com