

# VACANCY FOR THE POST OF A SOCIAL MEDIA / CUSTOMER SERVICE EXECUTIVE IN PENCINEMA, AGEGE, LAGOS

**Job Title:** social media / customer service executive

**Location:** Pen cinema, Agege, Lagos

**Employment Type:** Full-Time

**Salary:** Flexible

**WORK HOURS:** 8:00 AM – 5:00 PM

## **Our Profile:**

We are a leading real estate firm dedicated to simplifying your property journey. With expertise in property sales, rentals, and management, we are committed to connecting clients with the best real estate opportunities. Our Offerings: Sales & Acquisitions, Property Rentals, Management Services and Consultation.

To meet the growing demands of our expanding client base, we are seeking a proficient social media / Customer Service Executives to join our dynamic team at our Head Office in Lagos.

## **Job Description:**

We are seeking a dynamic and results-driven **Social Media / Customer Service Executive** to join our team. In this role, you

will manage our social media platforms, engage with our audience, and ensure exceptional customer service. You will play a critical part in enhancing our brand's online presence and fostering strong relationships with customers.

### **Job Responsibilities:**

1. **Content Creation and Management:** Develop and curate engaging content for various social media platforms (e.g., Facebook, Twitter, Instagram, LinkedIn). Create visually appealing graphics, videos, and other multimedia content.
2. **Social Media Strategy:** Develop and implement social media strategies to align with business goals. Plan and execute social media campaigns to increase brand awareness and engagement.
3. **Audience Engagement:** Monitor and respond to comments, messages, and mentions on social media platforms. Engage with followers, influencers, and other stakeholders to build a strong online community and generate online leads.
4. **Analytics and Reporting:** Analyze social media metrics and provide reports on performance, engagement, and reach. Use data to optimize content and strategies for better results.

5. Brand Management: Ensure all content is consistent with the brand's voice, style, and values. Maintain a positive brand image through proactive and responsive social media interactions.
6. Trends and Innovation: Stay updated on the latest social media trends, tools, and best practices. Experiment with new formats and techniques to keep the content fresh and engaging.
7. Collaboration: Work closely with sales executives, site coordinator, PR, and other departments to create high-quality content, video of new products, and sites for online posting.
8. Crisis Management: Handle negative comments and crises effectively and professionally. Develop strategies for managing and mitigating potential social media crises.
9. Social Proof: Share customer testimonials, reviews, and case studies to build trust and credibility. Social proof can significantly influence purchasing decisions
10. Targeted Advertising: Use social media platforms' sophisticated targeting options to reach potential customers based on demographics, interests, and behaviors. This ensures that your ads are seen by people who are more likely to be interested in your products or services.

## Requirements

- DIPLOMA / NCE /OND / HND in Marketing, Communications, Business Administration, or a related field.
- Proven experience in social media management and/or customer service.
- Strong understanding of social media platforms (Facebook, Instagram, Twitter, LinkedIn, etc.) and tools (e.g., Hootsuite, Buffer).
- Excellent written and verbal communication skills.
- Problem-solving skills and the ability to manage multiple tasks effectively.
- Basic graphic design and content creation skills are a plus.
- Familiarity with CRM software is an advantage.

## HOW TO APPLY

- Interested candidate should send their CVs to [hr@globalclique.net](mailto:hr@globalclique.net)
- Use the job title as the subject of the mail.
- Only shortlisted candidates will be contacted.