

Content Compliance Manager

Department: Compliance

Location: Remote

Job Type: Full time

Salary: \$48K Annually + a competitive benefits package

Company Overview

StackUnited is a full-service technology and design company specializing in web development, digital content storage, distribution and streaming. We are presently contracted as the development team for a rapidly growing platform in the exciting, fast paced, multi-billion-dollar adult technology industry, the StackUnited team is composed of open minded, ethical, passionate people committed to expanding the utilization of applicable technologies today, and in the future to propel the needs of business and consumers alike.

We firmly believe our success stems from the desire to empower our teammates to believe anything is possible and deliver exceptional results. As Steve Jobs once said, "...while some may see them as the crazy ones, we see genius, because the ones who are crazy enough to think that they can change the world, are the ones who do." If you are ready to join a life changing team, we are ready to hear from you!

Position Summary

As a Content Compliance Specialist, you will be responsible for ensuring all content posted to the platforms is in full compliance with our standards to publish user generated content. Incomplete compliant content will require further investigation, contacting content creators to verify content requirements and ensuring publishing standards are met. Non-compliant content must be flagged and reported to the Content Compliance Manager and/or appropriate parties.

As a Content Compliance Manager, you will be responsible for managing a team of approximately 5~ teammates. Ensuring all Content Compliance Specialists adhere to our strict publishing standards at all times during their workday. Your goal will be to ensure all content published to the platform meets our publishing standards.

We are seeking experienced persons who want to advance their skill set, have a strong work ethic, perform well in a fast-paced environment, are able to multitask, and work in harmony with others.

Responsibilities

- Review video, pictorial, document contents and text for compliance of our Terms of Service for existing content on the site
- Review video, pictorial, document contents and text for compliance of our Terms of Service for content that is in a queue to be posted on the site

- Review flagged content reports submitted by users for compliance
- Review flagged message center correspondences for compliance
- Attend Compliance Team meetings, contributing and collaborating with your team
- Review and answer all content compliance questions from content producers, customers, and Teammates via tickets
- Ensure that our community has the most up-to-date knowledge regarding our Content Compliance policies via the Knowledge Base and Content Producers Agreement
- Verify Content Producer sign up documents and IDs for age compliance
- Stay up-to-date on changing content moderation guidelines
- Provide feedback on what type of content is producing the most amounts of violations
- Attend weekly department meetings
- Whole-heartedly work towards achieving excellence within our Compliance Review Team
- Maintain a consistent, positive & accurate brand image
- Remain polite, professional & courteous at all times
- Follows the leadership & direction of the Content Compliance Review Team Supervisor as well as upper management

Requirements

- Excellent understanding, written and verbal English
- Business Administration Degree or at least 7-years' experience within the customer service industry, with 3+ being as a manager
- Excellent work ethic
- Detail oriented, analytical and inquisitive
- Able to work well under pressure
- Excellent problem solving and critical thinking skills
- Ability to work independently and with others
- Natural team leader
- Ability to motivate others