

# WE ARE HIRING!

**Compass Management  
International** for the office in  
**Kumanovo** is looking for:

## **BRAND ENGAGEMENT SPECIALIST**



### Responsibilities:

- Monitor social media platforms (e.g., Facebook, Instagram, LinkedIn), Google reviews, and other online feedback channels daily for mentions of any Compass entity.
- Respond to comments, reviews, and messages in a timely, professional, and brand-aligned manner.
- Analyze trends in client feedback to identify recurring themes, potential issues, or areas for improvement.
- Escalate serious concerns or unresolved issues to the appropriate Manager or department.
- Collaborate with the marketing team to align responses with brand voice and tone.

### Requirements:

- 2+ years of experience in online reputation management, social media engagement, digital marketing, or customer service.
- Strong written and verbal communication skills in English.
- Demonstrated ability to handle sensitive or negative feedback with professionalism and empathy.
- Experience working with social listening tools, online review platforms, or social media management software is a plus.
- Strong attention to detail and excellent organizational skills.
- Ability to work independently and manage multiple tasks simultaneously.
- Familiarity with brand voice consistency and customer satisfaction strategies.

### We offer you:

- Professional and personal growth and accomplishment.
- Modern working environment.
- Full – time employment.
- Full job training will be provided.
- Private health insurance.

If you are interested in this position, please send us your CV in English.  
Only short listed candidates will be contacted.

With submitting your CV or any other document you explicitly consent that we may process your personal data contained therein for the purposes of the recruitment process.