

Plytix is hiring

# CX Communication Manager

## Who is Plytix?

Plytix is a Product Information Management platform designed by content people, for content people. Ideal for small and medium-sized businesses. We work with brands and retailers all around the world, with presence ranging from the U.S all the way to Hong Kong. We specialize in a multitude of industries including, action sports, home & design, health & beauty and more.

Working for Plytix means being motivated beyond a competitive salary. Plytix is first and foremost a team of entrepreneurs, all devoted to a common mission. We aspire to excellence and operate with extreme ownership in every aspect of our operations. Therefore, our corporate culture has more resemblance to a professional sports team or special force unit, than a software company. Simply put, we are looking for people with more than just a great CV and good grades. We are looking for ambitious people with insatiable drive, and a “whatever it takes” attitude.

## Your Role

You will be a planner, creator, and executor of content, with a passion for writing, and making support materials, whether they're knowledge-base articles, how-to-videos, or Chabot scripts, sound sexy. As well as tracking performance and optimizing content. We're looking for someone who can write clear, informative copy, produce concise video content, with a passion for keeping clients happy.

## Location and Working hours

Malaga, Spain.

Monday - Thursday 9 - 17:30

Friday 9-15:00

## Responsibilities

- Create easy-to-digest support articles for new product features released, including relevant media
- Create how-to videos to support these articles, as well as update our youtube channel
- Keep knowledge-base up to date, working closely with the product team to produce and optimize relevant content for our users.
- Support the sales, marketing, and customer success team in delivering agreed activities
- Contribute towards successful achievement of customer service KPI's as well as your own individual productivity

## What are we looking for

Someone fun with an entrepreneurial spirit who is driven and self-motivated. The ideal candidate must be able to think strategically, achieve results, have an eye for detail and be full of creativity. A genuine love for writing, data and also tech, are essential traits for the candidate to succeed in the position.

### Must have:

- Solid writing, editing and conversation skills in **native English**
- Proven experience as a content writer
- Experience in video creating, producing and editing
- Strong analytical and problem-solving skills
- Familiarity with web publications
- Good knowledge of content management systems
- Ability to meet deadlines

### Nice to have:

- Experience with supporting IT
- Experience within Saas, B2B and e-commerce
- Experience using Hubspot CRM
- BSc degree in relevant field

## Perks & Benefits of working for Plytix

Where do we start? Our dynamic team is set out to change the world of multi-channel marketing. Founded by two former Google employees, the world-renowned company culture is bread into Plytix! From working in a former mansion in El Palo just outside of Málaga (not Parque Tecnológico - yayyy) with easy parking to daily lunch provided by the company, to bean bags, flexible work hours and team activities (like our trip to Tarifa), Plytix' most important asset is culture!

## What do we need from you?

- A letter, or video, of motivation, where you explain who you are, why you are a great fit and how you can contribute to the success Plytix and our Marketing Team
- LinkedIn profile
- CV

Once you've got all of these together, please send them to [heather@plytix.com](mailto:heather@plytix.com)