Content Officer, Account Manager, Content Data Entry – Tekram

A unique startup food delivery and discovery app that is inspired by the reputable Lebanese hospitality and generosity.

Location: Sin El Fil, Lebanon

1. **Content Officer**

Major: degree in Business Administration, Marketing, Tourism and Hotel Management, or any related

field.

Experience: 0 – 3 years of experience
Major Responsibilities:
  - Collaborate with the Sales team to collect, review, and update menu items on the Tekram app.
  - Ensure accuracy, completeness, and consistency in menu information, including pricing, descriptions, and images.
  - Work closely with the design team to optimize menu visuals for a visually appealing and user-friendly experience.
  - Implement best practices for presenting food items to enhance user engagement.
  - Execute prompt updates for new menu additions, changes, or special promotions as per the account manager.
  - Conduct regular quality checks on menu data to identify and rectify discrepancies
  - Maintain the integrity of menu data by adhering to Tekram's standards and guidelines.
  - Manage Data Entry Agent's tasks.
  - Stay up to date with similar Apps in the market.
  - Test the App's new features concerning the content department.

Additional Requirements:
  - Familiarity with data management systems and tools.
  - Enthusiasm for food and a good understanding of culinary terminology.
  - Tech-savvy with the ability to adapt quickly to app management interfaces.

2. **Account Manager**

Major: degree in Business Administration, Marketing, or any related field.
Experience: 1 – 2 years of experience
Major Responsibilities:

  - Conduct comprehensive business reviews with accounts to identify increased revenue, profitability, and market share opportunities.
  - Foster continuous and strong business relationships with clients/restaurants.
  - Provide exceptional service and support to resolve operational issues, strengthening relationships between clients/restaurants and the company.
  - Optimize restaurant content, including MOA and delivery times.
  - Renew and strengthen commercial relationships through effective negotiation of offers.
  - Coordinate with restaurants to address and resolve issues affecting their status on the Tekram App.
  - Maintain accurate records of all sales and prospecting activities, ensuring a thorough tracking system.

Additional Requirements:
- Able to analyze data and sales statistics and curate a solution
- Excellent Communication & Negotiation skills.
- Customer Oriented.

3. **Content Data Entry**

<u>Major:</u> degree in Business Administration, Marketing, or any related field.

<u>Experience:</u> fresh graduates are accepted

<u>Major Responsibilities:</u>
- Collaborate closely with the Content Officer to input and update menu data for partner restaurants on the Tekram app.
- Ensure accurate and consistent entry of menu items, including pricing, descriptions, and images.
- Assist in the management of restaurant images by uploading and organizing visuals in line with Tekram's quality standards.
- Implement data quality control measures to uphold the integrity and reliability of menu information.
- Collaborate with the Content Officer to address any data-related issues efficiently.

<u>Additional Requirements:</u>
- Excellent organizational and multitasking skills with a keen eye for detail.
- Familiarity with data management systems and tools.
- Enthusiasm for food and a good understanding of culinary terminology.
- Tech-savvy with the ability to adapt quickly to app management interfaces.

<u>How to Apply:</u>

Kindly send your CV or contact the Career Services Center, E-mail: career.services@balamand.edu.lb, Ext. 7801; 7802