



JOB DESCRIPTION

JOB TITLE: PROGRAM COORDINATOR - BRAZIL

REPORTS TO: CLIENT SERVICES

REQUIRED SKILLS:

- **Perfectly bi-lingual (English, Portuguese OR Spanish, Portuguese)**
- **Proficient in MS Office (Excel, PowerPoint, Word)**
- **Strong Internet experience**
- **Excellent communicator (written and verbal)**
- **Energetic, charismatic**
- **Outstanding positive attitude**

RESPONSIBILITIES

The Program Coordinator is responsible for content writing in Portuguese based on manager's briefing (email communications, promotional messaging, website content, program guides, brochures, etc.), translating content to Portuguese, reviewing and adjusting content created by others, working with graphic designers to produce marketing materials for clients and for BIW, communicating with clients, etc.

The Program Coordinator is also responsible for providing inbound/outbound customer support to BIW clients and program participants by phone, email or any other form of communication, resolving issues, prioritizing issues, escalating as needed, documenting all cases and producing reports.

Assist with several company tasks, including but not limited to creating PPT presentations, Excel reports, mailings, email campaigns, accounting tasks, among others required by the Client Services group.

SOME DUTIES AND ACTIVITIES INCLUDE:

- **Creates content in Portuguese for program websites, marketing materials, communications, etc.**
- **Translates and proof-reads content in Portuguese**
- **Reviews programs websites on a periodic basis for quality control**
- **Keeps high levels of participant satisfaction – as measured by participants & clients surveys**
- **Identifies problems / opportunities and communicates them to the Program/Accounts Managers**
- **Assists with program testing, quality assurance processes**
- **Proactively suggests processes improvements**
- **Provides first and second level support to participants and clients**
- **Generates trouble tickets for tracking all participants issues and requests**
- **Documents step-by-step first and second level troubleshooting details into the appropriate ticket**
- **Ensures trouble ticket updates received are logged correctly and the appropriate points of contact are notified**
- **Adheres to proper method of trouble ticket escalation to next level or group, as needed**
- **Manages day-to-day operational aspects of a program and other required activities**
- **Conducts periodical meetings with the Program/Accounts Managers to report progress and suggest next steps and recommendations**
- **Produces points issuance/redemption reports for invoicing purposes**
- **Uploads/validates sales/products/companies files, and other program administrative activities**
- **Provides support to other areas of the organization when requested**