



Content Operations Specialist - English

Basics:

- Location: Preferably Bangalore office, though WFH is also available.
- Type: Full-time role
- Team size: 200 - 240 employees

Note: Applications are invited via email only. Please avoid applying on LinkedIn.

About Pratilipi:

Founded in 2014, Pratilipi is a storytelling platform that brings readers, writers, and their stories together. Initially launched as a reading platform, we have now expanded to multiple verticals, including Pratilipi Comics, Pratilipi FM, IVM Podcasts, and WriteOrder.

All the magic happens at our dynamic Bangalore office, where we brainstorm, debate, and execute ideas over endless cups of tea in a fast-paced, innovative environment.

Product Overview:

- Pratilipi Literature: Available in 12 languages
 - Writers: 700K+
 - Stories: 5M+
 - Monthly Active Users (MAU): 30M+
 - India's Largest Self-Publishing Platform
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About the Role:

As a Content Operations Specialist (English), you will be responsible for building and supporting the English content ecosystem at Pratilipi. This role blends community engagement, content operations,

and customer service, making it ideal for someone passionate about English literature, writing, and community building.

In this role, you will support and engage the English author community while also handling customer service operations. You will be responsible for resolving user issues, reporting bugs, and executing content initiatives to help English writers grow and succeed on Pratilipi.

Responsibilities:

English Content Operations:

- Organizing large-scale online writing competitions with authors.
- Handling moderation of self-published English content to ensure quality and compliance.
- Managing and growing English social media pages and groups.
- Running the English Fellowship Program for creators.
- Collaborating closely with the Marketing Team for specific social media campaigns.

English Customer Service Operations:

- Handle and resolve customer queries related to the English language across email, chat, and social media.
- Identify and report patterns and bugs to the QA team for quick resolution.
- Collaborate with the product team to suggest feature improvements and solutions for user issues.
- Design efficient customer service systems, including automation and task delegation, to enhance user satisfaction.
- Assist in product translations, community emails, and IP acquisition efforts.
- Moderate content and ensure adherence to community guidelines.

Note: Customer service is a core priority at Pratilipi, especially for our largest language community, English. We are committed to providing the best user experience.

What We're Looking For:

- Passion for English literature, writing, and reading.
- Exceptional problem-solving skills to effectively assist users with complex queries and challenges.
- Strong communication skills in English and English (written & verbal).
- A self-driven and highly organized individual who can work independently with ownership and accountability.
- Creative writing skills to craft email campaigns, blogs, and community engagement content.
- Data-driven yet intuitive—an artist at heart with an entrepreneurial mindset.
- Ability to experiment on a small scale and scale up successful initiatives.
- Comfortable with multitasking in a dynamic, fast-paced environment.

- Deep understanding of the English author community and culture.

Good to Have (but Not Mandatory):

- Experience as a English writer or author.
 - Prior experience in community building, customer service, or content operations.
 - Basic proficiency in Microsoft Office, G Suite, and project management tools.
 - An ability to blend creativity with analytical skills.
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Work Schedule & Salary:

- Work Days: Monday to Friday.
 - Salary Range: ₹3,00,000 - ₹5,00,000 per annum (based on experience and skills, but for truly exceptional talent, this limit doesn't apply).
 - Benefits:
 - Medical insurance
 - Online courses to support your growth
 - Book purchase allowances
 - Mental health consultation support
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Who Should NOT Apply?

If you are not:

- Excellent in English writing, reading, or literature.
 - Passionate about customer service as a critical business function.
 - Naturally curious and eager to learn.
 - Able to explain complex ideas in simple, clear terms.
 - Comfortable working in a fast-paced, dynamic environment.
 - Proactive, highly motivated, and willing to take ownership.
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How to Apply:

If this sounds like the perfect role for you, email your resume to jitesh@pratilipi.com along with a cover letter explaining why we should hire you.

⚠️ We appreciate original, personal applications. Please avoid AI-generated CVs or emails. ⚠️
Applications via LinkedIn will not be considered.