



Business Associate Program

Supplementing your core role, you'll participate in a two year developmental program which offers world-class training, equipping you with the business, analytical and leadership skills needed to be successful at Google. At the end of the program, you'll have a deep understanding of our products and customers - the real foundation of Google.

Responsibilities

- Prioritize and deliver outstanding customer service experience to Google's advertisers, publishers, and/or users.
- Manage customer inquiries by phone, e-mail, and/or live chat.
- Collaborate with Specialists, Engineers and Product team members on new feature development.
- Implement creative ways to improve our customer relationships.
- Provide strategic and consultative advice and help solve technical issues by working with a large number of businesses from your assigned market.

Area

When our millions of advertisers and publishers are happy, so are we! Our team of entrepreneurial, enthusiastic and client-focused team members are the "human face" of Google, helping entrepreneurs both individually and broadly build their online presence and grow their businesses. We are dedicated to growing the unique needs of small- and medium-sized businesses. Our teams of strategists, analysts, advisers and support specialists collaborate closely to spot and analyze customer needs and trends. Together, we create and implement business plans broadly for every type of small business.

Google Full-time University Graduate Job Description

Job Location: Google Dublin (EU HQ) and Wroclaw, Poland
Team: SMB (Small and Medium Business) Global Customer Experience
Role: Associate Account Strategist
Language: Multiple
Apply: g.co/SMBjobsEMEA

Role Description

Businesses that partner with Google come in all shapes, sizes and market caps, and no one Google advertising solution works for all. Your knowledge of online media combined with your communication skills and analytical abilities shapes how new and existing business grow. Using your influencing and relationship-building skills, you provide Google-caliber client service, research and market analysis. You anticipate how decisions are made, persistently explore and uncover the business needs of Google's key clients and understand how our range of product offerings can grow their business. Working with them, you set the vision and the strategy for how their advertising can reach thousands of users.

As a Small and Medium Business (SMB) Services professional at Google, you'll work with a wide variety of SMB advertisers delivering the optimal advertising solution for each customer. Your entrepreneurial drive and expert product knowledge will enable SMB advertisers to expand their businesses with Google's latest advertising products and solutions.

To our customers, you are the face of Google. You listen to our customers' needs, understand the details of individual campaigns and resolve their questions. You set the vision and the strategy for how our customers' products and services reach thousands or millions of users. You partner with a highly engaged team and bring creativity to grow and transform the business. Work is done in a structured environment, which emphasizes productivity, quality and CSAT targets.

Minimum Qualifications

- BA/BS degree or equivalent practical experience.

Preferred Qualifications

- Experience or interest in sales, customer support, account management, marketing or consulting.
- Demonstrated experience in managing and customizing experience to a customer base.
- Proven ability to multi-task and manage multiple projects at a time while paying attention to detail.
- Interest in working against an assigned quota.
- Proactive, independent worker with the demonstrated capacity to lead, motivate and work well with others.
- Excellent written and verbal communication skills in English and in the language you would support.