

Graduation time: in/before June 2019

Start time: June/July 2019

Current role name on Google Career site: [Key Account Manager, Google Customer Solutions \(GCS\), University Grad 2019 \(English, Mandarin\)](#).

Location: Shanghai

Job Description

Company overview:

Google is not a conventional company, and we don't intend to become one. True, we share attributes with the world's most successful organizations – a focus on innovation and smart business practices comes to mind – but even as we continue to grow, we're committed to retaining a small-company feel. At Google, we know that every employee has something important to say, and that every employee is integral to our success. We provide individually-tailored compensation packages that can be comprised of competitive salary, bonus, and equity components, along with the opportunity to earn further financial bonuses and rewards.

Googlers thrive in small, focused teams and high-energy environments, believe in the ability of technology to change the world, and are as passionate about their lives as they are about their work. For more information, visit www.google.com/careers.

The area: Google Customer Solutions (GCS)

When our millions of advertisers and publishers are happy, so are we! Our Google Customer Solutions (GCS) team of entrepreneurial, enthusiastic and client-focused 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 advertising companies. Our teams of strategists, analysts, advisers and support specialists collaborate closely to spot and analyze

customer needs and trends. In collaboration, we create and implement business plans broadly for all types of businesses.

The role: Key Account Manager, Google Customer Solutions, University Grad 2019 (English, Mandarin) - Shanghai

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.

Responsibilities:

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

Minimum qualifications:

- Bachelor's degree or equivalent practical experience.

- Ability to speak and write English and Mandarin Chinese fluently and idiomatically.

Preferred qualifications:

- Experience with Google Ads. Knowledge of the mainland China market.
- Experience or interest in sales, customer support, account management, marketing or consulting.
- Demonstrated experience troubleshooting or resolving customers queries.
- Proven ability to multi-task and manage multiple projects at a time while paying attention to detail.
- Self motivated and demonstrated ability to lead and/or motivate others around you.