Position 1:

**Advertising Operations Associate - Beijing**

This position is based in Beijing, China.

**The area: Online Operations**

Google's world-class Advertising Operations team aims to provide the optimal client service experience to Google advertisers. The team assists in the technical sales and support of Google's targeted advertising solutions, thereby helping the Advertising Sales team drive business revenue growth across a variety of verticals and regions where Google does business.

**The role: Advertising Operations Associate**

As an Advertising Operations Associate, you help the OSO team better serve Google's worldwide user base for our AdWords product. This fast-paced sales and support team quickly identifies and resolves customer concerns and contributes to the growth of our programs. Your objective is to continue to hone your account management and relationship-building skills, supporting some of Google's top advertisers and agencies by providing the best possible service via phone, email, or chat. Your specific responsibilities could include managing advertiser accounts, developing compelling advertising solutions for brand advertisers, or developing scalable support solutions. Among your many attributes, you are a self-starter who is comfortable with a rapidly changing environment, and you have a strong desire to learn. You also bring experience in customer service, sales, marketing, or consulting.

**Responsibilities:**

- Provide outstanding customer service and sales support 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 client relationships and increase revenue by upselling and promoting other Google products.
- Provide strategic advice and help solve technical issues by working closely in a consultative role with key clients.

**Requirements:**

- BA/BSc degree or equivalent with a strong academic record
- Demonstrable experience in customer support, account management (direct and/or offline), marketing (product direct and/or offline), marketing project management, or consulting
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Fluency in written and spoken English or Korean.

How to apply:

Associate, Maps Quality - Beijing

This position is based in Beijing, China.

The area: Online Sales and Operations

The Online Sales and Operations (OSO) team keeps Google growing and profitable. We are dedicated to supporting the company's expanding base of advertisers, publishers and users in more than 40 languages on a global basis, and providing them with the highest levels of service. We are responsible for supporting customers and generating revenue from a broad range of products such as AdWords, AdSense, Gmail and Google Earth. This means that OSO team members need to be proactive, motivated, organized, responsible – and able to work well in a fast-paced, team-oriented environment.

The role: Associate, Maps Quality

As a Maps Quality Associate, you will be responsible for protecting the integrity of Google Maps by investigating questionable business practices and misuse of the Local Business Center and other Maps applications. You subscribe to a "user-first" philosophy and you are interested about improving Google's user experience and product integrity. You are comfortable navigating ambiguity, thrive in a fast-paced environment, and can effectively harness your analytical skills and innovative ideas to drive tool development and process improvements.

Responsibilities:

- Investigate Maps quality issues, identify product vulnerabilities, and recommend strategy adjustments based on market trends and patterns
- Collaborate with cross-functional groups such as Engineering and Product to enhance tools, improve process efficiency, and develop analytical techniques
- Innovate and implement large-scale quality improvements to Google Maps
- Design and lead cross-functional projects within Google
- Become an expert in Maps quality and educate users on best practices for Google products such as the Local Business Center

Requirements:

- BA/BS degree preferred with a strong academic record
- At least 1 year of experience, or a new graduate with a successful track record
- Experience at an Internet company or in a web-research related role a plus, but not required
- Strong project management skills and ability to multi-task
- Familiarity with typical web practices and internet culture

How to apply:
This position is based in Beijing, China.

The area: Engineering

Simply put, Google engineers make computers do amazing things. Populated by extraordinarily creative, motivated and talented people, our Engineering team gets excited by developing new applications that really make a difference and are used by millions of people. We're driven by Google's mission to organise the world's information and make it universally accessible and useful. If you seek to tackle such challenges as building a highly scalable computing infrastructure, novel storage systems, innovative user experiences or the next big application that will change the world, then this might be a perfect fit for you.

The role: Ads/Apps Quality Strategist

As a Search Quality Evaluator, you have the opportunity to make a significant and direct impact on the quality of Google's search results through search quality evaluation. You will be working on the cutting edge of search and the forefront of the web ensuring quality information is provided to millions of internet users, and you will be expected to keep pace with constant change in a fast-paced work environment, bringing innovative ideas to improve access to relevant information on the web. You are a web-savvy individual who is a take-charge team player, as well as a quick learner and passionate about providing a better search experience for Google users.

Responsibilities:

• Project management cross-functional teams to make large-scale quality improvements to ads/apps.
• Help scope and develop tools to automate and optimize process workflow.
• Lead special projects and cross-functional initiatives within Google.
• Communication with advertisers about ads/apps quality and policies.

Requirements:

• BA/BS degree (Master degree a plus)
• Related experience in an Internet company (web research a plus)
• Fundamental understanding of HTML and JavaScript and familiarity with typical web practices.
• Familiarity with internet advertising and Google's consumer products.
• Excellent written and verbal communication skills

How to apply:
This position is based in Beijing, China.

The area: Engineering

Simply put, Google engineers make computers do amazing things. Populated by extraordinarily creative, motivated and talented people, our Engineering team gets excited by developing new applications that really make a difference and are used by millions of people. We're driven by Google's mission to organise the world's information and make it universally accessible and useful. If you seek to tackle such challenges as building a highly scalable computing infrastructure, novel storage systems, innovative user experiences or the next big application that will change the world, then this might be a perfect fit for you.

The role: Search Quality Evaluator

As a Search Quality Evaluator, you have the opportunity to make a significant and direct impact on the quality of Google’s search results through search quality evaluation. You will be working on the cutting edge of search and the forefront of the web ensuring quality information is provided to millions of internet users, and you will be expected to keep pace with constant change in a fast-paced work environment, bringing innovative ideas to improve access to relevant information on the web. You are a web-savvy individual who is a take-charge team player, as well as a quick learner and have a penchant for providing a better search experience for Google users.

Responsibilities:

- Project manage cross-functional teams to make large-scale quality improvements to ads/apps.
- Help scope and develop tools to automate and optimize process workflow.
- Lead special projects and cross-functional initiatives within Google.
- Communication with advertisers about ads/apps quality and policies.

Requirements:

- BA/BS degree preferred (Master degree a plus).
- Related experience in an Internet company (web research a plus).
- Fundamental understanding of HTML and JavaScript and familiarity with typical web practices.
- Familiarity with internet advertising and Google's consumer products.
- Excellent written and verbal communication skills.

How to apply:
Business Analyst, Online Partnerships Group (OPG) - Beijing

This position is based in Beijing, China.

The area: Online Partnerships Group

The Online Partnerships Group (OPG) team is made up of high-achieving specialists who work with partners in online advertising and e-commerce. We thrive in fast-paced, team-oriented and international environments. We are in charge of multiple tasks such as helping customers and colleagues solve problems. To provide innovative, industry leading online advertising solutions for publishers and developers, we proactively identify, develop, support and maximize revenue opportunities from existing and new partners. In OPG, we strive to exceed partner expectations through building, supporting and maintaining long-term win-win relationships.

The role: Business Analyst, Online Partnerships Group (OPG)

As a Business Analyst, you will serve as analytic expert by analyzing data in order to make better business decisions, enabling Google to become more sophisticated in our approach to drive revenue and improve operational efficiency. You will be responsible for translating data into meaningful interpretations and recommendations and develop presentations for the management team. The metrics and analyses you develop will serve as a key input in strategic planning and decision-making for Google. Additionally, you will serve as an expert to provide consultation on analytics for our teams.

Responsibilities:

- Perform business forecasting, planning and recommend strategies to management team to scale growth
- Develop comprehensive performance analysis through researching and analyzing key business drivers, competitive environment, trends and other key sales and operations metrics
- Develop and manage measurement systems for understanding the health of our business and our customers: pull data required to conduct business analysis, design reporting infrastructure, and work on dashboard development
- Help convert data analysis into presentation of findings and recommendations to management team

Requirements:

- BA/BS degree preferred with a strong academic record. MBA a plus
- At least 3 years demonstrated critical thinking experience in a management consulting, financial analysis or corporate strategy role
- Ability to pull data from multiple sources, experience with SQL, Advanced Excel and PowerPoint a strong plus
- Excellent communication skills and project management capability
- Distinctive strategic thinking, problem-solving and analytical skills and impeccable business judgment

How to Apply:
Solutions Consultant, DFP - Beijing

This position is based in Beijing (Kejian Tower), China

The area: DoubleClick, MPS

Media and Platform Solutions (MPS) is enabling Google's next $10 billion dollar business - display advertising. We partner with the world’s largest marketers, publishers, and agencies to grow their businesses through cutting edge technologies and marketing strategies. Our team consists of a sharp, analytical minds and enjoys solving complex strategic, operational, and technical challenges for the world’s largest publishers and advertisers. As a member of the MPS team, you will help to push the boundaries of the online display industry.

The role: Solutions Consultant, DFP

As a Solutions Consultant, you’ll create and implement technical account strategies, develop innovative solutions and overcome technical obstacles to help maintain the success of our largest DoubleClick for Publisher customers. As such, you will lead pre-sales consulting engagements, product deployments, and post-implementation training and day-to-day account management to provide technical insights for your clients and build a strong, successful, long-term relationship. You bring a proven track record of analytical problem-solving and the ability to absorb complex technical concepts and communicate them to both technical and non-technical audience alike. You enjoy working with people and technology more than working with your head down in product development. You have both the ability to interact with engineering teams as well as excellent relationship-building and people/communication skills. You are also someone who can identify opportunities for increased efficiencies and work with a cross-functional team to continuously improve our products and operations. Ideally you're already familiar with online advertising and have experience working within the industry.

Responsibilities:

- Manage complex technical issues across products, acting as a named point of contact to provide professional, courteous, and prompt technical assistance and regular product updates for premier customers, resulting in the highest level of customer satisfaction.
- Lead the analysis and research for complex technical issues and work with senior personnel on the Escalation Management, Engineering, Sales, and Product Management teams.
- Maintain industry, Google/DoubleClick product, and customer knowledge to provide successful ad management operational and technical consultation.
- Help customers to properly implement DoubleClick for Publisher and develop responses to requests for information (RFIs) and requests for proposals (RFPs). Prepare commercial proposals for customers.
- Present and articulate technical concepts and map customer needs to current and future product offerings.

Requirements:

- Bachelor's degree with strong academic performance preferred.
- At least 2 years experience in technical account management/customer-facing role with large enterprise clients.
- Knowledge of SQL, HTML, JavaScript, XML, Unix/Linux and HTTP protocols and experience troubleshooting clients' technical issues.
- Ability to absorb complex technical concepts and communicate them to a non-technical audience.
- Ability to work independently and manage multiple projects simultaneously and ability to manage time in high activity, high transaction environment. Ability to present to technical and marketing audiences, conduct 1-to-many trainings, and speak knowledgeably at events and seminars.
- Experience and confidence in presenting to senior-level executives.
- Comfortable working cross-functionally with Product Managers internal support, cross-functional sales teams and marketing on a cross-regional basis.

How to apply:
Account Manager - Shanghai

This position is based in Shanghai, China.

The area: Business and Operations Strategy

The Business and Operations Strategy team thinks strategically and globally about entire industries and helps Google define business and operational initiatives that contribute to the company's growth. Our team of highly creative visionaries thrives in deconstructing and re-creating businesses to meet changing strategic and operational needs, enable innovation, establish more efficient business practices and help the company continue to achieve its vast potential. Our work includes such projects as developing and implementing next-generation advertising products, defining strategies to optimize data center technology and operations, and establishing business initiatives for emerging markets. We measure our effectiveness by monitoring the concrete impact we have on revenue, cost and operational efficiency.

The role: Account Manager

As an Account Manager, your main responsibility is to manage relationships with existing advertisers in a specified business vertical(s). You will help drive business revenue growth across a variety of verticals and regions. You will manage client advertising accounts by responding to inquiries by phone, email, and live chat. Account Strategists also need to analyze and optimize advertising campaigns of existing clients in a specified vertical.

Responsibilities:

- Provide excellent customer service to Google's advertisers. Proactively and creatively identify and solve client problems.
- Build strong relationships with customers and educate them on new product features.
- Learn and work with Google's ongoing development of advertiser products to maximize client campaign results.
- Optimize keyword lists and ads in order to maximize advertisers' ROI.
- Leverage all available resources including Optimization, Marketing, and Technical Support. Identify opportunities to increase advertiser performance and investment

Requirements:

- BA/BS degree preferred with a strong academic record. Higher level degree a plus.
- At least three years account management, sales, or marketing experience required.
- Detail oriented, with the ability to quickly complete a large volume of high-quality work.
- Excellent written and verbal communication skills.
- Proven record of successful process management and relationship development with large clients.
- Excellent analytical skills.
- Experience presenting to varied audiences through phone.

How to Apply:

Position 8:
Project Manager, JAPAC Sales Operations - Singapore

This position is based in Singapore

The area: Advertising Sales, Sales Operations

The Global Sales & Operations team plays a critical role in making Google more successful. We work directly with our President of Global Sales and Business Development and his management team to identify and address opportunities and threats to our business, ensuring we grow long-term revenue and profits as effectively as possible. This involves structuring problems, analyzing data, making recommendations and driving implementation/operations - working closely with Google’s sales, product, engineering, finance and HR teams.

The role: Project Manager, JAPAC Sales Operations

As the Sales Operations Project Manager for Japan & Asia Pacific (JAPAC), you will work with sales teams, enabling their effectiveness and productivity by providing them with insight, plans, processes and tools. JAPAC is one of Google’s fastest growing and most diverse markets. You should be someone with a hunger to lead strategic and operational innovation based on analytical insight and the ability to get things done.

Responsibilities:

- Lead and deliver strategic and operations projects across JAPAC as required to evolve and transform Google’s sales model.
- Lead one or two sales process areas for JAPAC Online Sales sales operations such as business planning, sales methodologies, best practice, CRM/sales tools, revenue programs, quotas/headcount planning, operational reporting etc.
- Plan and execute all initiatives and programs for maximum impact and minimal disruption to your key stakeholders in the sales team
- Act as key liaison point for other departments (e.g. Product Specialists, Product, Training, Marketing). Ensure cross-functional coordination and alignment

Requirements:

- BA/BS degree preferred with a strong academic record (MBA a plus)
- Proven track record of relevant work experience, with consulting, investment banking, sales operations, project management or similar experience
- Experience in media, internet or technology industries a plus
- Proven project management, change management and leadership skills
- Fluency in English (written and oral)

How to apply:
AdWords Optimizer - Hong Kong

This position is based in Hong Kong

The role: AdWords Optimizer

As an Online Business Solutions team member, you will use words, the internet, and customer service to optimize AdWords advertisers' online accounts. Working in a flexible environment, our team focuses on quickly discovering our customer’s problems and guiding them to solutions. Your main responsibility as an Optimization Specialist is to work with new and existing advertisers to help them meet their goals by analyzing the opportunity within their account and optimizing their online advertising campaigns.

Additionally, you may be responsible for synthesizing and communicating product feedback to product management and engineering teams leading to continuous improvements of our products.

Responsibilities:
- Provide excellent customer service to Google’s advertisers, troubleshooting where necessary
- Build relevant, researched keyword lists and groupings and create/edit text for client advertising campaigns
- Meet with clients to build understanding about the AdWords product
- Collaborate with specialists, engineering and product teams on new feature development.
- Manage analytical or special projects to improve efficiency or growth of the business.

Requirements:
- BA/BS degree or equivalent.
- At least 2 years of work experience in client service and/or internet advertising industry experience preferred
- Excellent written and verbal communication skills in Chinese (Cantonese and Mandarin) and English
- Attention to detail with the ability to complete a large volume of work quickly
- Strong analytical and problem solving skills

How to apply:
Send your CV to jobs@google.com, with the email subject as “AdWords Optimizer - Hong Kong”.