

Online Sales and Operations Associate Intern (Multiple Languages Available) - Wroclaw

This position is based in Wroclaw, Poland. Positions are available in the following languages: Russian, French and German.

The role: Online Sales and Operations Associate Intern

The Online Sales and Operations Associate Intern Programme seeks current students with language and analytical skills to help Google clients and users get the most out of their advertising efforts and our products. With exceptional interpersonal skills, you are passionate about client service and communications. You are also a self-starter who brings a determined, solution-oriented attitude. Your specific responsibilities will depend on the product area and on your skills and experience. They could include managing advertiser or publisher accounts, developing compelling advertising solutions for brand advertisers, improving access to relevant information for millions of internet users or developing scalable support solutions for rapid-growth consumer products.

Responsibilities:

- Provide outstanding customer service to Google's advertisers, publishers and/or users
- Manage customer inquiries by e-mail and/or live chat
- Troubleshoot technical problems and escalate bug reports, proactively identify customer problems and develop creative solutions
- Work collaboratively with your team to improve account performance for new and existing markets/products
- Identify opportunities to improve Google products, working with Product Management, Marketing, Engineering and other cross-functional teams to test and implement improvements

Requirements:

- Students with a Bachelors/Masters degree in progress
- Proven ability to manage multiple projects at a time while paying strict attention to detail
- Proven computer application skills and passion for technology
- Previous internships in account management, marketing, customer support or consulting preferred
- Excellent written and verbal communication skills in English and in the language you would support
- Proven analytical skills
- Demonstrated capacity to lead and motivate others around you

Near-native fluency is required in the language of the country which you would support (German, French or Russian). EU work authorisation is required for all roles supporting EU markets.

Fluency in English, our business language, is required. Your CV must be submitted in English, and accompanied by university transcripts or full summary of your grades for all years to date.

Go to www.google.com/jobs/students for more information and to apply.

