

Online Media Associate Intern – EU Headquarters

These roles are based at our EU Headquarters in Dublin, Ireland. Languages sought include Danish, Dutch, English, Finnish, French, German, Italian, Norwegian, Spanish, and Swedish.

The area: Online Sales and Operations

The Online Sales and Operations team keeps Google growing and profitable. We are dedicated to supporting the company's growing 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 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, organised, responsible – and able to work well in a fast-paced, team-oriented environment.

The role: Online Media Associate Intern

The Online Media Associate Intern Programme seeks current students with strong 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 phone, 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. Applications from penultimate year students will be processed first.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- Strong 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.
- Strong analytical skills.
- Demonstrated capacity to lead and motivate others around you.

EU work authorisation is required for all roles supporting EU markets. Your CV must be submitted in English, and accompanied by university transcripts or full grade summary.

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

