Job Title: AdWords Associate - Hyderabad

Department Overview
("The area"): 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.

Job Description ("The role"): The role: AdWords Associate
As an AdWords Associate, your main responsibility will be to manage a portfolio of advertiser accounts. You will be working either directly or indirectly with advertisers to drive revenue and customer satisfaction. You’ll also leverage your analytical skills to troubleshoot issues in the complex AdWords backend, and to optimize the performance of your accounts. In your role, you will be expected to utilize your passion for teamwork and the Internet to provide outstanding customer service to help improve the performance of AdWords advertisers.

Responsibilities:

1. Provide excellent customer service to Google's advertisers and manage client advertising accounts by responding to inquiries.
2. Develop and utilize approaches to provide strategic advice to clients on how to improve the utilization of their advertising budgets.
3. Build strong relationships with customers and educate them on new product features by proactively and creatively identifying solutions to client issues.
4. Work collaboratively with your team to develop new account management techniques.
5. Identify, lead, and execute product and process innovation to increase advertiser performance and their investments.

Requirements:

1. BA/BS degree or equivalent preferred with a strong academic record.
2. At least two years of account management, client service, or similar experience.
3. Proven ability to think strategically to provide business guidance to internal/external clients and develop strong client relationships.
4. Proven ability to manage projects across multiple functions and design, improve, and manage a business process.
5. Detail-oriented with the ability and willingness to quickly complete large volumes of work with high quality.
6. Strong computer applications and Internet skills.
7. Prior experience in a dynamic, results-oriented, internet-based business will be a plus.