



Online Partner Manager, YouTube (Multiple Languages Available) London

[The area]

In just eight years, YouTube has grown into a video community that 1 billion people across the globe use to access information, share video, and shape culture. The YouTube and Video team helps budding filmmakers and musicians build careers, creates products like YouTube Live and runs collaborative projects like Life in a Day and the YouTube Space Lab. We are changing how people entertain, inform, share and change the world, one video at a time.

[The role]

The Online Partnerships Group (OPG) helps our partners get the most from our products, including AdSense and DoubleClick. On the Online Partnerships Group team, you work with small and medium-sized web publishers to grow their online advertising business with Google. You will proactively identify, develop, and support existing and new partners. We encourage thoughtful risk-taking to develop next-generation solutions while maintaining long-term relationships with our partners.

As a YouTube Online Partner Manager you will be responsible for managing a new generation of online content creators. You will promote the YouTube Partnerships program to prospects of medium-to-large size media businesses and execute campaigns to help grow and support your top leads. You will need to be proactive, able to multitask in a fast-paced environment, and be client-focused.

Additionally, you will be responsible for reporting on key metrics, tracking actual progress toward forecasts, driving new business opportunities, and ensuring prompt and proper resolution of business and technical issues with the partners.

[Responsibilities]

- Take responsibility for the management and development of YouTube partners.
- Analyze and report on key partner metrics internally and take responsibility for the leaders of your market.
- Serve as a liaison with partners regarding new product launches and advertising opportunities.
- Drive educational and acquisition programs and events for your market and manage projects across EMEA.

[Minimum qualifications]

- BA/BS degree or equivalent practical experience.

[Preferred qualifications]

- Experience in new business development.
- Broad understanding of the new media landscape and online video in general, and a desire to learn more
- Interest in the media and entertainment industry (Film, TV, Music, Video games)
- Media industry knowledge.
- Excellent organizational, analytical and influencing skills and ability to deliver results under pressure.

Please review all of our current open positions via the following link and apply online:

<https://www.google.com/about/careers/search/?src=Online/TOPs/EMEA%20SGA%20University%20Job%20Board#t=sq&q=j&d=%2522Online+Partner+Manager%252C+YouTube%2522&li=10&j=%2522Online+Partner+Manager%252C+YouTube%2522&>

Content Partner Operations Associate, YouTube (Multiple Languages Available) London

[The area]

In just eight years, YouTube has grown into a video community that 1 billion people across the globe use to access information, share video, and shape culture. The YouTube and Video team helps budding filmmakers and musicians build careers, creates products like YouTube Live and runs collaborative projects like Life in a Day and the YouTube Space Lab. We are changing how people entertain, inform, share and change the world, one video at a time.

[The role]

As a Content Partner Operations Associate you will provide YouTube support to our top to mid sized entertainment, music, sports, news, and education partners in our markets. You will become a YouTube product expert, solve the day to day issues of our partners, and identify common trends our partners face.

You will also be responsible for advocating on behalf of the partner to crossfunctional teams to drive product solutions, development of tools, and processes improvements that enhance internal operations and the partner experience on YouTube.

[Responsibilities]

- Provide operational support for online partners on the YouTube platform, primarily through email communication.
- Contribute to scaling Partner Operations for YouTube through innovation, efficiency gains, and root cause analysis.
- Serve as a consultant to internal crossfunctionally stakeholders on the YouTube product.
- Identify key metrics to evaluate data both quantitatively and qualitatively.
- Streamline operational workflow by identifying and eliminating bottlenecks.

[Minimum qualifications]

- BA/BS degree or equivalent practical experience

[Preferred qualifications]

- Track record of being proactive, making constructive suggestions, and coming up with innovative ways to scale.
- Impeccable communication and organizational skills.

- Ability to troubleshoot technical issues your partners face on the YouTube platform.

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<https://www.google.com/about/careers/search/?src=Online/TOPs/EMEA%20SGA%20University%20Job%20Board#t=sq&q=j&d=%2522Content+Partner+Operations+Associate%252C+YouTube%2522&li=10&j=%2522Content+Partner+Operations+Associate%252C+YouTube%2522&>

Associate Account Strategist (Multiple Languages Available) SMB Sales - EU Headquarters

[The area]

When our millions of advertisers and publishers are happy, so are we! Our team of entrepreneurial, enthusiastic and client-focused team members are the “human face” of Google, helping entrepreneurs both individually and broadly build their online presence and grow their businesses. We are laser-focused on the unique needs of small- and medium-sized businesses -- businesses that often serve an exclusively local audience. Our teams of strategists, analysts, advisers and support specialists collaborate closely to spot and analyze customer needs and trends. Together, we create and implement business plans broadly for small businesses of every stripe.

[The role]

As a Small- and Medium-sized Business (SMB) Sales professional at Google, you are always reaching for ambitious performance goals. You work with a wide variety of SMB advertisers to deliver the optimal advertising solution for each client. Your interest in sales and the digital economy and your entrepreneurial drive enables SMB advertisers to expand their businesses with Google's latest advertising products and solutions. Your understanding of online media combined with your commercial acumen shape how new and existing businesses grow. Using your effective communication skills, you are the face of Google to a portfolio of clients whose needs you listen to, and help define the vision and strategy for how their products and services can reach thousands or millions of users. Supplementing your core role, you will participate in a two year developmental program which offers world-class training, equipping you with the business, analytical and leadership skills needed to be successful at Google. You'll work with a wide variety of SMB advertisers, developing a strong network within the Google community and a deep understanding of our products and customers - the real foundation of Google.

[Responsibilities]

- Deliver outstanding customer sales experience to Google's advertisers.
- Communicate with customers proactively, via phone and email.
- Provide strategic advice and help customers by working closely in a consultative role with customers.
- Share and collaborate with Specialists, Engineers, and Product team members on new feature development.
- Implement creative ways to improve our customer relationships, tailor and share performanceenhancing suggestions, and promote other Google products.

[Minimum qualifications]

- BA/BS degree or equivalent practical experience.
- [Preferred qualifications]
- Previous experience or interest in sales, customer support, account management, marketing or consulting.
 - Demonstrated experience in managing and customizing experience to a customer base.
 - Proven ability to multi-task and manage multiple projects at a time while paying strict attention to detail.
 - Proactive, independent worker with the demonstrated capacity to lead, motivate and work well with others.
 - Excellent written and verbal communication skills in English and in the language you would support.

Please apply at the following URL with your grade transcript:
google.com/careers/students/smb-sales

Associate Account Strategist (Multiple Languages Available), Global Customer Services

[The area]

When our millions of advertisers and publishers are happy, so are we! Our team of entrepreneurial, enthusiastic and client-focused team members are the “human face” of Google, helping entrepreneurs both individually and broadly build their online presence and grow their businesses. We are laser-focused on the unique needs of small- and medium-sized businesses -- businesses that often serve an exclusively local audience. Our teams of strategists, analysts, advisers and support specialists collaborate closely to spot and analyze customer needs and trends. Together, we create and implement business plans broadly for small businesses of every stripe.

[The role]

As an SMB Services professional at Google, you'll work with a wide variety of SMB advertisers delivering the optimal advertising solution for each customer. Your entrepreneurial drive and expert product knowledge will enable SMB advertisers to expand their businesses with Google's latest advertising products and solutions. To our customers, you are the face of Google. You listen to our customers' needs, understand the details of individual campaigns, resolve their questions and explore and uncover business opportunities. You set the vision and the strategy for how our customers' products and services reach thousands or millions of users. You partner with a highly engaged team and bring creativity to grow and transform the business. Work is done in a structured environment, which emphasizes productivity, quality and CSAT targets. Supplementing your core role, you will participate in a two year developmental program which offers world-class training, equipping you with the business, analytical and leadership skills needed to be successful at Google. You'll work with a wide variety of SMB advertisers, developing a strong network within the Google community and a deep understanding of our products and customers - the real foundation of Google.

[Responsibilities]

- Prioritize and deliver outstanding customer service experience 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 customer relationships.
- Provide strategic and consultative advice and help solve technical issues by working with a large number of businesses from your market.

[Minimum qualifications]

- BA/BS degree or equivalent practical experience.

[Preferred qualifications]

- Previous experience or interest in sales, customer support, account management, marketing or consulting.
- Demonstrated experience in managing and customizing experience to a customer base.
- Proven ability to multi-task and manage multiple projects at a time while paying strict attention to detail.
- Demonstrated capacity to lead and/or motivate others around you.
- Excellent written and verbal communication skills in English and in the language you would support.

Please apply at the following URL with your grade transcripts:

google.com/careers/students/smbservices