

JD for Technical Solutions Process (Agent)

Key Responsibilities:

- Facilitate 6-7 hours of phone consultations daily with the customers (outbound & Inbound)
- Give guidance & assist customers on pre-defined and documented Google Tag Implementation techniques
- Create Shopping Campaigns and help them resolve the errors in the feed/ campaign optimization.
- Communicate with advertisers/webmasters via phone, email, chat, and video conferencing as needed
- Deliver high quality service to your customers, exceeding client expectations and quality scoring measures

Required Skills and Experience:

- Strong communication, customer service, relationship management and support skills with Spoken Language Fluency, Phone Support Etiquette
- Knowledge of Google Adwords, Analytics, Shopping, GTM, Campaigns (Digital Marketing Tools)
- CMS proficiency (basic): Exposure to a CMS like WordPress / Joomla / Shopify or similar platforms (at least 1 platform) will be an added advantage
- HTML Basic/ Javascript/PHP: Exposure or understanding of working of websites with associated knowledge on CSS/CSS3
- Troubleshooting skills and Debugging tools (e.g. search consoles)

Preferred Skills: Technical

- Advanced CMS proficiency (Shopify, Wordpress, wix, Magento etc.)
- Website maintenance
- Working Knowledge on the below :
 - ❖ Google Ads Basics, Google Analytics, Google Tag Manager, Attribution Models, Global Site Tag, Digital marketing/ Online advertising

Professional Experience:

- Minimum of 2-3 Years in Technical Customer Support

