



Product Quality Analyst (Multiple Languages Available) - EU Headquarters

[The area]

The Product Quality Operations (PQO) team protects Google's users. We define and communicate product policies, and we defend Google's integrity by fighting spam, fraud and abuse across Google products. The PQO team ensures product quality for the company's expanding base of advertisers, publishers and users in more than 40 languages. We partner with Engineering to combat fraud and abuse across major products like Search, AdWords, AdSense, Google+, Wallet, and Maps. PQO team members are motivated to find innovative solutions and use technical know-how and proactive communication to work across functions to defend the user.

[The role]

Google's brand is only as strong as our users' trust--and their steadfast belief that our guiding principles are what's best for them. Our Product Quality Operations team has the critical responsibility of protecting Google's users by ensuring online safety by fighting web abuse and fraud across Google products like Search, Maps, AdWords and AdSense. On this team, you're a big-picture thinker and strategic leader. You understand the user's point of view and are passionate about using your combined technical, sales and customer service acumen to protect our users. You work globally and cross-functionally with Google developers and Product Managers to navigate challenging online safety situations and handle abuse and fraud cases at Google speed (read: fast!). Help us prove that quality on the Internet trumps all.

[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 in Computer Science, Mathematics, Statistics, Engineering or related discipline or equivalent practical experience.

[Preferred qualifications]

- Fundamental understanding of HTML and JavaScript and familiarity with typical web practices.
- Exceptional internet research skills and knowledge of web technologies.
- Good knowledge in Internet, web-research, online advertising, fraud detection, numerical analysis and e-commerce.
- Excellent written and verbal communication skills in English and in the language you would support.

Please apply at the following URL with your official transcript: google.com/jobs/students/pqo