



Job Title: Product Content Officer Jinius

Location: Nicosia

Type of Employment: Permanent

Are you looking for your next challenge? We are seeking to recruit a Product Content Officer at Jinius, a subsidiary of Bank of Cyprus Group.

As a Product Content Officer you will be responsible for managing the end-to-end technical onboarding process for new sellers, providing technical training and support, assisting with platform integration, optimizing product listings, and ensuring data accuracy. Ready for the challenge?

Key Accountabilities

1. Seller Onboarding Process

- **Coordinate Onboarding:** Manage the end-to-end technical onboarding process of clients
- **Documentation:** Create, update, and maintain comprehensive onboarding documentation, including step-by-step guides, FAQs, and best practices.
- **Training and Support:** Provide technical training and support to new sellers, helping them understand how to set up and manage their product listings, pricing, inventory, and orders.

2. Technical Assistance

- **Platform Integration:** Assist sellers with integrating their existing e-commerce platforms or ERP systems with the marketplace's API and other technical interfaces.
- **Troubleshooting:** Diagnose and resolve technical issues that arise during the onboarding process, collaborating with the IT and development teams as needed.
- **Feedback Loop:** Collect and communicate feedback from sellers to the product and development teams to improve the onboarding process and platform features.

3. Product Listing and Optimization

- **Data Management:** Ensure accurate and effective data management practices for product listings, including uploading product information, images, descriptions, and pricing.
- **SEO Best Practices:** Guide sellers on optimizing their product listings for search engine optimization (SEO) and better visibility on the marketplace.
- **Quality Assurance:** Review and audit product listings for accuracy, completeness, and compliance with marketplace standards and policies.



4. Relationship Management:

- **Communication:** Serve as the primary point of contact for new sellers during the onboarding phase, providing timely and effective communication and support.
- **Feedback Collection:** Regularly gather and analyze feedback from new sellers to identify areas for improvement in the onboarding process and marketplace features.
- **Long-term Support:** Ensure a smooth handover to the ongoing support team after the initial onboarding phase, while remaining available for follow-up questions and support.

5. Continuous Improvement:

- **Process Enhancement:** Identify opportunities to streamline and improve the onboarding process, implementing best practices and new technologies as appropriate.
- **Training Materials:** Develop and update training materials, webinars, and workshops to assist new sellers with their technical setup and ongoing management.

6. Collaboration and Teamwork:

- **Cross-functional Collaboration :**Work closely with other departments, including sales, customer support, product development, and IT, to ensure a cohesive and supportive onboarding experience.
- **Knowledge Sharing:** Share insights and best practices with the broader team to enhance overall onboarding processes and seller experience.

Academic / Professional Qualifications

- Bachelor's degree in computer science, computer engineering or any other related field.

Experience / Skills

- At least 3 years of relevant experience
- Familiarity with Jira ad tracking work and projects using such tools.
- Knowledge of Project Management and/or overseeing the development of a product will be considered a plus.
- Be able to use REST APIs either in simple scripting and in tools like Postman.
- Excellent knowledge of Data Handling and Manipulation using simple tools like Text Editors, Excel, etc or scripting, for the purpose of extracting the desired data from large volumes.
- Work well as part of a team and excel in collaboration.
- Good communication skills and etiquette as the role will require speaking with external partners.
- Fast thinker, out-of-the-box thinking to provide solutions to problems that arise.
- Broad knowledge of various technologies and being up-to-date on technological trends.
- Fluent in English and Greek



Benefits

- Competitive salary
- Private health care
- Pension fund
- Hybrid working model
- Work with latest technologies
- Agile work environment
- Bi-weekly sprint reviews with snacks
- Unlimited freshly brewed coffee

Deadline: 31/07/2024

How to apply

- Create your account in our recruitment platform which is available at our website: <https://www.bankofcyprus.com/group/careers/vacant-positions/>
- Complete your profile
- From the 'Candidate Profile' section, click on the following:
 - BoC Logo or link
 - Job Search
 - Search Jobs
 - Click on the job vacancy you are interested in
 - Apply
 - Scroll down the page and click on 'Apply' again.

Additional Notes

- Candidates who have already created a profile in our recruitment platform and are interested in the specific position, need to apply for the position provided that they meet the criteria set.
- Only shortlisted candidates will be contacted.
- All applications will be treated with strict confidentiality.