



**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 and 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.