

Job description:

[TourismTiger](#) is an American start-up specializing in web design for tour operators. We are hiring a **Website Maintenance Account Manager** to join our English-speaking team in Providencia. Applicants must speak fluent English and have their own laptop, as well as be based in Santiago and ready to start work ASAP. The salary is \$700,000 CLP per month, after taxes. Working hours 08:30 - 17:00 CST.

Responsibilities & Duties:

- Promptly respond to customer requests from the helpdesk and implement the changes yourself in WordPress.
- Working with our clients to ensure they are maximizing their digital strategy.
- Liaising with our clients to ensure they are happy with their website's look and performance.
- Organizing/preparing for review calls with clients, creating actionable tasks from those calls, actioning and then following up on those tasks.
- Analyzing the performance of a website using tools such as Google Analytics, GT Metrix, and Page Speed Insights.
- From that analysis identifying problem areas and creating strategies to fix them.
- Launching new websites.
- Taking the lead in the customer service inbox to ensure that our customers are receiving the best service and reporting headline items to your manager.
- Performing monthly updates to all of our sites.
- Setting up A/B tests or split tests on our client's sites to ensure the highest level of conversion and performance.

Research

- Generating monthly update ideas.
- Finding new software that can help us be better, or more productive.
- Staying on top of SEO best practices and identifying where we can improve.
- Continuous learning in terms of current website trends and best UX practices.

Business/Administrative

- Managing your own time and workload and ensuring deadlines are met.

Desired Characteristics

- Technologically savvy, quick to pick up on new software.
- Ability to learn independently, yet know when to ask for help/clarification.
- Strong problem solving abilities.
- Adaptable, strong multitasking capabilities, and detail orientedness.
- WordPress and other web design experience/knowledge preferred but not necessary. Though strong desire to learn is necessary.