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, Google Search Console, GT Metrix, and Page Speed Insights

● From that analysis identifying problem areas and creating strategies to fix them

● Launching new websites, following proper pre and post launch processes

● 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 and site checks to all of our site in your portfolio

● 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 logical problem solving abilities
● Adaptable, strong multitasking capabilities, and detail orientedness
● WordPress and other web design experience/knowledge preferred but not necessary
● This job has a lot of opportunities to learn, so a strong desire to learn new things is great