

## Content Developer, Selling Partner Support SOP

### Job Location

United States  
Remote work from: USA

### Base Salary

USD 40 - USD 50

### Employment Type

Full-time, Part-time

### Description

We are looking for an experienced content developer who can create and edit helpful process documents. The ideal candidate is passionate about developing clear, concise, and straightforward content for internal audiences. They have a proven track record of delivery high-quality content in a fast-paced environment, and enjoy driving improvements in content readability, discoverability, and usability. With the help of our style guide, you will document operational processes for a global audience. You are not a copy editor; you are the owner of the associate experience. You are able to create clarity out of ambiguous situations.

### Key job responsibilities

You will work with Program Managers to execute on requests to create or update standard operating procedures (SOPs) used by our team of Associates to resolve Selling Partner issues and questions. You will execute on requests to expand SOPs to cover new store launches, and you will review and proactively improve existing SOPs in our library. You are able to proactively identify and collect all the information needed to be able to write the best possible process documentation.

### A day in the life

You will pull requests from a queue in Adobe Workfront, or have them assigned to you. You will review the required deliverables, ask the process owner any questions you might have, and get started on editing. Once you're done editing, you will send the content off for translations. When you receive the translations back, you will stage and publish the update. You might run our office hours, giving advice and guidance to potential customers, and might meet with requesters to resolve complicated queries. You will also attend team meetings.

### About The Team

Selling Partner Support strives to make Amazon the best way for Partners to reach customers locally and globally and to operate their businesses, driven by the accurate and efficient support and solutions we provide them. Within this organization, the Selling Partner Support SOP team creates and maintains SOPs used by our team of Associates to resolve Selling Partner issues and questions. We measure success by having clear and simple content that answers readers' questions before they arise. We are based in the USA, Costa Rica, Spain, the UK,

### Hiring organization

Amazon

### Date posted

October 15, 2024

### Valid through

31.05.2025

### APPLY NOW

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and India. We have a mixture of staff working from an Amazon office, staff working remotely, and staff working a hybrid model with at least 3 days a week in the office and up to 2 days a week from home.