

Joboffer dated from 11/25/2016

## [Customer Service Manager – Technical Support] (m/f)

|                     |                                                         |
|---------------------|---------------------------------------------------------|
| Field:              | Community Management /<br>Customer Service /<br>Support |
| Type of employment: | Full-time                                               |
| Entry date:         | immediately                                             |
| Zip Code / Place:   | München                                                 |
| Country:            | Germany                                                 |

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### Company data

|                   |                           |
|-------------------|---------------------------|
| Company:          | <b>Travian Games GmbH</b> |
| Street adress:    | Moosacher Str. 70         |
| Zip Code / Place: | 80809 München             |



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### Contact Person

|                   |                     |
|-------------------|---------------------|
| Name:             | Carola Knerr        |
| Position:         | HR Business Partner |
| Street adress:    | Moosacher Str. 70   |
| Zip Code / Place: | 80809 München       |

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### Job description

#### **YOUR ROLE @ TRAVIAN GAMES:**

We are looking for an experienced in-house Customer Service Manager to support our upcoming 3D MMORPG [CROWFALL](#), set to be launched in 2017. Your main role is to support our players and 1<sup>st</sup> – Level team in all OS and Hardware issues. You convince through excellent hard- and software skills and the ability to hustle things along.

- Support and improve the MMORPG Customer Service structure in all technical related cases
- Set up, validate and spread tutorials, solutions and documentations
- Train a staff of remote, contract Customer Service Representatives (CSR) to handle technical issues on 1<sup>st</sup> and 2<sup>nd</sup> level support in several European and Middle Eastern

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- Ensures delivery of excellent customer service through fast and accurate processing of orders, communication, and coordinating with other departments to resolve inquiries
- Resolve technical game, account and support issues with a superb attention to detail
- Maintain the contact with the developer team, all stakeholders and the technical customer support in North America
- Gather information to provide regular feedback about technical issues to the development team in Austin/USA to help improve both our games and services
- Engage in open sharing of best practices and peer coaching to ensure constant improvement of the service provided to our customers

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#### **YOUR PROFILE:**

- High expertise and knowledge in ticketing and operating systems, wikis and forums
- High expertise and experience with pc hardware and software components and client based games
- Profound knowledge of MMORPG customer service experience is required
- Expertise in ticketing systems, wikis and forums
- Being enthusiastic about providing outstanding customer service
- Team player with a high level of self-organization and collaborative personality
- Quick thinking and creative problem solving skills
- Excellent written and verbal communication skills in English
- Willingness to travel occasionally to the U.S. and parts of Europe

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#### **WHY TRAVIAN GAMES?** ☐

- Flexible working time with the option of working from home
- Team-oriented and open-minded working environment
- Free fruits and drinks
- Munich is a modern, cosmopolitan city with a long heritage and provides a fantastic range of leisure activities as well as a great nightlife

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Interested? We'd be very happy to receive your compelling application on our home page, including your résumé, references, your salary expectations and your earliest possible start date:

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