

Joboffer dated from 12/12/2016

## Community Developer (f/m)

Field:	Community Management / Customer Service / Support
Type of employment:	Full-time
Entry date:	immediately
Zip Code / Place:	Mainz
Country:	Germany

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## Company data

Company:	<b>Ubisoft Blue Byte GmbH</b>
Street adress:	Adlerstraße 74
Zip Code / Place:	40211 Düsseldorf



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## Contact Person

Name:	Remigius Parij
Position:	Human Resources Spezialist
Street adress:	Adlerstraße 74
Zip Code / Place:	40211 Düsseldorf

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## Job description

### Company Description



Ubisoft is a leading producer, publisher and distributor of interactive entertainment products worldwide and has grown considerably through a strong and diversified line-up of products and partnerships. Ubisoft is present in 28 countries and has sales in 55 countries around the globe. It is committed to delivering high-quality, cutting-edge video game titles to consumers. In our German offices in Düsseldorf and Mainz, we are working on brands like "Assassin's Creed", "The Settlers" and "Anno".

### Job Description

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In order to continue delivering highly qualitative and innovative game plays we are looking for a

### **Community Developer (f/m)**

This position will be located at **Ubisoft Blue Byte, Mainz (Germany)**.

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#### **Your Tasks:**

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- Create overall strategies and tactical campaigns that extend the level
- of player engagement with an eye towards improving player retention, facilitating customer satisfaction and building brand awareness.
- Partner with the marketing- and development team to understand product designs, provide feedback on features, tools, and channels being created to manage or drive community/social/viral activities, and devise compelling programs that leverage these elements
- Create and maintain a calendar that communicates the schedule of overall community content beats. ☐
- Lead the creative process resulting in the creation of community content, including but not limited to written articles/blogs, videos/livestreams, tutorials/guides, and developer Q&A/AMAs.
- Partner with production teams and community managers in order to facilitate approvals, oversee publishing, and coordinate messaging to drive traffic to community content. ☐
- Coordinate community activities at events both internally ("Fan Days") and externally ("Ubisoft Lounge"). ☐
- Drive online and location-based event-focused engagement activities such as tournaments and competitions. ☐
- Own community-focused communications in both day-to-day and crisis management situations.
- Partner with community managers, game masters, and customer support representatives to establish community moderation/conduct policies and synthesize player input/feedback to provide guidance to game production teams.
- Generate reporting that communicates player mood/sentiment and the effectiveness/ROI of community-oriented content/programs.

### **Qualifications**

- 4+ years experience working in community management, social media, online marketing, and/or user experience roles
- 2+ years experience in a professional game development or publishing environment, preferably working on service-based games
- Strong understanding of content management systems and social media

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channels/platforms/services, mechanics, and trends, especially Facebook, Twitter, YouTube, and Twitch

- Strong organizational, project management, and cross-functional coordination skills
- Excellent written and oral communication skills and the ability to create quality documentation for internal and external audiences
- Experience with video content production and/or livestreaming preferred. Prior experience presenting to public audiences or "on-camera" experience a significant plus
- A passion for gaming and personal experience as an active member of online gaming communities significant plusses
- A proficiency in English and German
- International travel required

## **Additional information**

### **Your benefits**

- Flexible work hours ☐
- External trainings, education in our in-house guilds and knowledge sharing with other project teams
- Fresh fruits, special conditions for gym membership, support for child care
- Possibility to lent bikes for free or lease your own bike!
- Working in an innovative and international Company

We offer a highly interesting challenge for a team player including the possibility to show personal initiative. ☐

If you are passionate about games and would like to work in the games industry, please apply via our career portal.

Applications should include the earliest starting date and your salary expectation.

For further information please check [www.bluebyte.de](http://www.bluebyte.de) and [www.ubisoft.com](http://www.ubisoft.com).

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Blue Byte GmbH | Studio Mainz

Römerpassage 1

55116 Mainz

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