

Joboffer dated from 01/09/2017

## Game Publishing Specialist – German Speaker

Field:	Community Management / Customer Service / Support
Type of employment:	Full-time
Entry date:	immediately
Salary:	21.000 - 26.000 DOE
Zip Code / Place:	Dublin 07 Ocean House, Smithfield, Dublin 7 Ireland
<b>Company data</b>	
Country:	
Company:	<b>Webzen Dublin Ltd</b>
Street address:	Ocean House, 2nd Floor, Block a/b, Smithfield,
Zip Code / Place:	Dublin 7



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## Contact Person

Name:	Peter Walshe
Position:	HR Manager
Street address:	Ocean House, 2nd Floor, Block a/b, Smithfield,
Zip Code / Place:	Dublin 7
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## Job description

### **Job Description**

**Title: Game Publishing Specialist – German Speaker**

**Reporting to: Producer/ Senior Producer**

**Location: Dublin**

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**About the role:**

As a Game Publishing Specialist, you will be responsible for all aspects of live game operation, ranging from Community Management, Customer Support, and Quality Assurance, to researching, writing and editing of news content.

You will also be in charge of leading a team of passionate players who support us voluntarily, the planning of scripted and non-scripted events in the game, and the moderation of a vBulletin forum.

The role of Game Publishing Specialist will offer a wide array of tasks and responsibilities beyond these core functions, so as part of your skillset, you will also need an ability to spot opportunities and to quickly adapt to new challenges.

Your main job duties will include, but will not be limited to, the following. Please be aware that the company may deem it fit to assign you additional duties as necessary.

**Community Relations**  (the amount of time allocated to each of the following will vary, depending on the main

*game title being worked on, company policy and current business objectives)*

**Job Duties:**

**Content Creation**

- Edit, format and optimize texts for different platforms (Forum, Website, Wikipedia)
- Editing of in-game translations by reporting to the localization department
- Research of game functionality and writing of guides
- Create social media announcements and promotions
- Creation of promotional website content for sales
- Translate community announcements from an English source
- Overview community driven game language packs
- This role may also require you to participate in testing and supplying feedback on potential new games as and when needed

**Customer Support**

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- Resolve player inquiries in a quick and accurate manner through a ticket-based support system
- Utilize the standard operating guidelines but also apply common sense for exceptions to the rule
- Always thrive to achieve the required targets of quality and customer satisfaction
- Provide feedback on issues affecting players and update the Knowledge Base
- Coordinating with other departments to expedite the resolution of any player concerns

### **Social Media Management**

- Engage with an active community via social media
- Identify ideal posting times and writing styles for different target audiences to optimize outreach
- Support social media campaigns lead by the marketing department
- Overview and moderate a forum (such as vBulletin)
- Create engaging posts and events utilizing Facebook apps
- Monitor social media stats and trends

All other duties as the company deems fit

**In-game Operations** (the amount of time allocated to each of the following will vary, depending on the main game title being worked on, company policy and current business objectives)

### **Job Duties:**

#### **Quality Assurance**

- Test game expansion content
- Verify functionality of scripted events and new items
- Reproduce and report critical bugs and exploits

#### **Event Operation**

- Planning and execution of customized in-game events & activities
- Planning and execution of customized shop offers and monetization strategies
- Moderating player behavior in-game

All other duties as the company deems fit

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**Desired Experience and Skills:**

- Attention to detail - Have an eye for esthetic in text formatting
- Any web design experience, or HTML / CSS knowledge
- Journalism, generally blogging or writing experience
- Knowledge about QA, Social Media Management or Community Management
- Fluent speaker of English with excellent communication
- Knowledge of other languages, especially German is a plus
- Great affinity with people – both in the workplace and within the community
- Strong self-motivation and ability to work autonomously
- Must be result-driven, with an ability to circumvent blockers in order to deliver
- Strong collaborative “soft-skills” to work in teams
- Positive and enthusiastic attitude
- Ability to rationally evaluate priorities and manage your time
- An excellent customer service mind set, creativity when it comes to daily work and passionate about maintaining a positive online culture within games – in line with our company Ethos and Values.

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