

Joboffer dated from 07/28/2017

League of Legends Player Support Specialist with German

Field: Community Management /
Customer Service /
Support
Type of employment: Full-time
Entry date: immediately
Zip Code / Place: 1784 Sofia
Country: Bulgaria

Company data

Company: **TELUS International Europe**
Street address: bul. Tsarigradsko Chaussee 115 K
Zip Code / Place: 1784 Sofia



Contact Person

Name: Albena Al Tawil
Position:
Street address: bul. Tsarigradsko Chaussee 115 K
Zip Code / Place: 1784 Sofia
E-mail: jobs.bg@telusinternational.com

Job description

YOU WILL:

- Help out our players with any issues they might have via tickets & chat
- Make case by case player focused decisions in order to provide the best player experience
- Identify trending issues submitted by players and communicate them to the appropriate teams
- Collaborate with a passionate team of gamers in order to give our support a player to player feel



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Quinke Networks GmbH
Bei den Mühren 70
20457 Hamburg / Germany

YOU ARE:

- Passionate about gaming. You have played at least a few games recently and can relate to their concept, the community and the mindset of a gamer.
- ☐
- Gamer with excellent **GERMAN** language skills and a good understanding of how to handle support requests. Also good in **written & spoken English** required for communication between team members and other offices.
- ☐
- Player empathy person. As a player you should be able to understand a player's perspective when tackling their issue and make the whole experience a talk between gamers rather than a client/customer conversation.
- ☐
- Understanding Player Support. Even if you don't have experience in the field, you should have a grasp of what a support ticket & chat is and distinguish between what makes a good versus a bad support experience.
- ☐

WE OFFER:

- Stable job
- Competitive salary for the local market
- Monthly performance Bonuses
- Career development opportunities
- Great relocation package: Airplane Tickets/ Transportation from Airport/
- Up to one month Free Accommodation in a hotel
- Meal tickets shall be granted monthly
- International modern working environment
- Special Discounts & Offers for all employees
- Employee referral Bonus
- Positive environment – we care about the well-being of our employees, invest in their development, encourage fun and team building initiatives
- Supportive work-life balance policies
- Continuous assistance and learning
- Employee Relations team to help new hires integrate in the local lifestyle and culture
- ☐

Send your CV!

☐

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* Only candidates eligible to work in EU will be contacted. □

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