

Joboffer dated from 09/25/2017

Senior Community Manager (m/f) - for the 3D MMORPG Shroud of the Avatar, based in Hamburg

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

Company data

Company: **Travian Games GmbH**
Street adress: Wilhelm-Wagenfeld-Str. 22
Zip Code / Place: 80807 München



Contact Person

Name: Carola Knerr
Position: HR Business Partner
Street adress: Wilhelm-Wagenfeld-Str. 22
Zip Code / Place: 80807 München

Job description

Your role @ Travian Games:

We are seeking an experienced inhouse Senior Community Manager to lead the Community Management on our upcoming 3D MMORPG Shroud of the Avatar.



- You build the interface between the game center and the community
- You represent the players to the team and vice-versa. You'll walk that fine line between being the player advocate versus a company employee that presents company responses and information to the community. You know when to emphasize each role
- You correctly manage the expectations of all stakeholders (e.g. players, internal team...)
-

Games-Career.com is a service provided by:



Quinke Networks GmbH
Bei den Mühlen 70
20457 Hamburg / Germany

You develop a long-term community management and social media strategy and ensure that all actions are in place to achieve the goals

- You organize and synchronize the communication through the different communication channels and align it with the stakeholders
- You measure and report the success of your actions and adapt your strategy accordingly
- You manage and train a team of remote contract Community Managers to handle several European, South American and Middle Eastern countries in their native languages
- You set up and maintain forums and social media channels for the game (including Twitch, Facebook and Twitter)
- You make our online presence a positive experience for the community!
- You report to the Head of Community Management based in Munich and collaborate closely with the Executive Producer, all Marketing departments and other support units (e.g. Quality Assurance, Customer Service, TechSupport...)

☐

Your profile:

- You are a fan of Richard "Lord British" Garriott. You will work on a weekly basis with him!
- You have a deep culture of the Ultima series
- You dispose of excellent writing skills in English
- Proficiency in written and verbal German is a plus
- You have several years of experience in the role of Community Manager for online games, ideally with at least one year as a Senior Community Manager
- You have experience with at least one MMORPG
- You are a strong communicator both online and face-to-face
- You have experience in supervising paid remote contract staff and volunteer moderators
- You have experience with community management related tools like forum software, social media tools, chat clients and broadcasting tools
- You don't mind broadcasting in cosplay/RPG outfit
- Be willing and able to travel occasionally to the U.S. and parts of Europe
- You must be a team player

☐

Why Travian Games?

- Flexible working time
- Responsible tasks in a creative and exciting industry
- Team-oriented, open-minded working environment with dynamic and international colleagues
- Free fruits and coffee
- Regular get-together
- Global games oriented towards long-lasting gaming fun
- Munich is a modern, cosmopolitan city and provides a fantastic range of leisure activities

☐

Games-Career.com is a service provided by:

Interested? We look forward to receiving your application including resume, references, your salary expectations and your earliest possible start date. Please submit your application files via our homepage:



Travian Games GmbH

Wilhelm-Wagenfeld-Straße 22

80807 Munich

www.traviangames.com

Games-Career.com is a service provided by:



Quinke Networks GmbH
Bei den Mühlen 70
20457 Hamburg / Germany