

Joboffer dated from 11/02/2017

Customer Support Representative

Field: Community Management /
Customer Service /
Support
Type of employment: Full-time
Entry date: immediately
Zip Code / Place: 91052 Erlangen
Country: Germany

Company data

Company: **GIANTS Software Ent. GmbH**
Street adress: Nägelsbachstraße 33
Zip Code / Place: 91052 Erlangen



Contact Person

Name: Petra Erlbacher
Position:
Street adress: Nägelsbachstraße 33
Zip Code / Place: 91052 Erlangen

Job description

GIANTS Software is looking for a



Customer Support Representative (DE/EN, 100%)



to join our motivated and experienced team in Erlangen, Germany.



Games-Career.com is a service provided by:



Quinke Networks GmbH
Bei den Mühlen 70
20457 Hamburg / Germany

The duties of this position primarily include customer support via e-mail, phone and live chat in German and English. Customer inquiries include but are not limited to: questions about one of our games, feature requests, bug reports and administrative inquiries. Each case is different, and every customer deserves a tailored solution. You will work in a small, efficient team with minimal supervision and maximum individual responsibility. Performance is assessed through satisfaction surveys, and improvement opportunities will be discussed at regular intervals.

☐

Self-organization and efficiency are key requirements for this position. The proficient use of languages is extremely important as well, due to the fact that our customers are located globally. We are looking for someone with excellent German and English language skills. Native German speakers are preferred, but foreign applicants with a very high level of German will be considered as well.

☐

☐

Qualifications Required

- At least 2 years of customer support experience, preferably in a technology environment
- Native-level proficiency in German is indispensable
- Very good English skills, both written and spoken (CEFR C1 minimum)
- Strong interest in technology, gaming in particular
- Good problem solving & self-organization skills
- Customer-oriented mindset
- Excellent, proactive communication skills
- Able to work with either a supervisor, a team and completely on your own

☐

Qualifications preferable

- Additional languages are a huge plus (Spanish, French and Russian in particular)
- Games industry experience

☐

What you can expect from us

- An exciting and modern work environment in the games industry
- A collaborative, inclusive staff open to feedback
- Partially flexible working hours and fair compensation
- Multiple opportunities for growth within the company

Games-Career.com is a service provided by: