

Joboffer dated from 03/07/2018

## Customer Service Representatives (f/m) - Minijob (450,-€/month), remotely from home -

Field:	Community Management / Customer Service / Support
Type of employment:	Part-time
Entry date:	immediately
Zip Code / Place:	80807 München
Country:	Germany

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### Company data

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



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### Contact Person

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

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### Job description

#### QUEST:

- You are our direct link between the players and the game teams
- You help our players with questions, inquiries and issues regarding account, products and billing via written communication
- You build sustainable and positive relationships of trust with our players
- You forward possible bug entries and technical issues to 2nd level support
- You investigate and resolve suspension-based issues based on EULA violations
- You work alongside internal guidelines and KPIs



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Quinke Networks GmbH  
Bei den Mühlen 70  
20457 Hamburg/Germany

**SKILLS:**

- You have experience in customer service, MMORPG experience is a plus
- You are enthusiastic about providing outstanding customer service
- You have the ability to maintain a positive and professional attitude in all interactions
- You are a team player with a high level of independence, self-organization and collaborative personality
- You have good written and verbal communication skills in English
- You have excellent written and verbal communication skills in your assigned language
- You have passion for gaming

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**REWARDS?**

- Flexible working from home
- Responsible tasks in a creative and exciting industry
- Team-oriented, open-minded working environment with dynamic and international colleagues
- Global games oriented towards long-lasting gaming fun

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Travian Games GmbH

Wilhelm-Wagenfeld-Straße 22

80807 Munich

[www.traviangames.com](http://www.traviangames.com)

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