

Joboffer dated from 05/14/2018

Customer Service Team Lead (f/m/div)

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

Company data

Company: **Travian Games GmbH**
Street adress: Moosacher Str. 70
Zip Code / Place: 80809 München



Contact Person

Name: Carola Knerr
Position: HR Business Partner
Street adress: Moosacher Str. 70
Zip Code / Place: 80809 München

Job description

Quest

We're looking for a Customer Service Team Lead (f/m) for our games [SHROUD OF THE AVATAR](#) and [CROWFALL](#).

- You will establish the MMORPG customer service structure and actively improve game-related customer service guidelines and processes
- You will take on the technical and disciplinary management of the Customer Service Representatives
- You will resolve player inquiries and complaints relating to the games, accounts, or service issues
- You will represent the players in all matters relating to customer service when working

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20457 Hamburg / Germany

with internal departments

- You will engage in constant dialog with all necessary departments and the customer service team in North America
- You will gather and monitor KPIs and information in order to continually improve our games and service
- You will engage in the constant and open exchange of best practices throughout the entire customer service department in order to realize continuous improvements across the company

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Skills

- You have experience managing customer service employees (f/m) in a virtual environment
- You have extensive experience and substantial knowledge in online customer service (with a focus on written communication, ideally in a MMORPG)
- You have excellent skills working with ticket systems, wikis and forums
- You are a distinct team player (f/m) with an outstanding talent for self-organization
- You have a great ability to learn quickly and solve problems
- You have a very good command of English, both verbally and in writing, with additional languages being a bonus
- You are willing to travel to America or parts of Europe occasionally

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Rewards

- Free Refreshments
- Company Bistro
- Gym Cooperation
- Leadership Training
- Regular Socializing & Events
- Profit 4 You & Anniversary Rewards

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