

Joboffer dated from 06/05/2018

Community Manager (f/m/div) - Minijob, remotely from home -

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

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 are looking for a new colleague (f/m) to provide service for the English-speaking markets (UK, US and Australia) remotely from home for our game Travian: Legends.

- You are our direct link between the players and the game teams.
- You monitor and moderate player discussions on several official Community platforms and social media.
- You apply our internal moderation guidelines and cooperate with voluntary moderators and other CMs to maintain the Community platforms as friendly environments.
- You pro-actively plan and execute regular events to engage the Community.
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You actively onboard and retain new players and address their questions, issues and concerns.

- You build sustainable and positive relationships of trust with our players and key-influencers.
- You keep our players informed about game updates, events and other important news.
- You provide regular feedback to the Travian: Legends team on Community sentiment, trends, ideas and needs.



Skills

- You have experience in managing and in moderating online Communities.
- You are a passionate gamer, ideally experienced with browser games. Experience with Travian: Legends is a plus.
- 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 excellent written and verbal communication skills in English (level C1-C2 required), additional languages are a plus.

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