Joboffer dated from 08/07/2018

Player Support Agent (f/m)

Field:	Community Management / Customer Service / Support
Type of employment:	Full-time
Entry date:	immediately
Zip Code / Place:	10963 Berlin
Country:	Germany

Company data

Company:	**Kolibri Games GmbH**
Street adress:	Hallesches Ufer 60
Zip Code / Place:	10963 Berlin

Contact Person

Name:	Emilie Farnir
Position:	HR Manager
Street adress:	Hallesches Ufer 60
Zip Code / Place:	10963 Berlin
E-mail:	jobs@kolibrigames.com

Job description

Fluffy Fairy Games is a new and vibrant tech/games company based in Berlin. We want you to be part of our grand vision of becoming the most player-centric games developer – and to help us build a world-class tech company on the way.

At Fluffy Fairy Games you will be joining a young and diverse team with a wide variety of experience, skills, and cultural backgrounds. Choose our company because everybody can bring in ideas that directly affect millions of players worldwide. We believe in people, in strong teams of self-motivated people, in fast decision-making and empowering you to take charge through a supportive, learning-friendly atmosphere.

We work in a flat hierarchy with the opportunity for everybody to weigh in, no matter how many years of experience you bring. Every employee takes over his or her own projects from

the first day, which ensures quick learnings, ownership and skill development. Our main title is Idle Miner Tycoon, one of the three most successful idle games worldwide with more than 30 million downloads and seven figure revenue per month. In April 2018 we launched our second game, Idle Factory Tycoon, which achieved over 4m downloads in its first month and is about to replicate the success of our first game.

We offer a position in a young and brilliant team. We are an organisation truly dedicated to getting things done as fast and elegantly as possible. A competitive salary, a modern workspace with state of the art tech, fresh fruit to keep you healthy and fresh coffee to keep you alert.

Also, full-time employees get the chance to financially profit from our unique company share/stock option program. Plus: We offer the newest technical standards, including laptops and phones, which may also be used in your free time. Employees are invited to choose their preferred technical requirements at any time.

Responsibilites

- Reply to players' questions and feedback
- Help players with technical issues via Mail and direct messages
- Respond to player reviews

Skills

- Passion for games, especially mobile games
- Highly motivated and open-minded, well-organized work approach
- Experience in customer support
- Very good in written and spoken English & German

Due to this being an international studio, English is the spoken language. So please do remember to apply for this role in English. Thank you.☐