

Joboffer dated from 08/22/2018

Customer Service Operations Manager (829379) (m/f)

Field:	Community Management / Customer Service / Support
Type of employment:	Full-time
Entry date:	immediately
Zip Code / Place:	20354 Hamburg
Country:	Germany

Company data

Company:	Bigpoint GmbH
Street adress:	Sachsenstraße 20
Zip Code / Place:	20097 Hamburg



Contact Person

Name:	Avantika Thakur
Position:	Junior Recruiter
Street adress:	Sachsenstraße 20
Zip Code / Place:	20097 Hamburg
E-mail:	a.thakur@bigpoint.net

Job description

Duties focus on performance and quality management of our external moderators and freelancers, as well as establishing effective communication and feedback loops between the support and development teams. The ideal candidate will be able to confidently handle high priority customer issues, but also oversee and assist projects for the Customer Service department.

This candidate must be able to keep provide excellent support across numerous game projects, be ready to solve users' technical issues, and be able to maintain a high level of focus.

RESPONSIBILITIES

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Team management of external moderator/supporter teams and freelancers

- Training of external moderator/supporter teams on product specific and general customer service subjects
- Daily monitoring of Customer Service quality, communication and activity for your respective language
- Quality and quantity control of your respective teams
- Escalation management within language/country specific communication and support channels
- 3rd level customer support / ☐ *complex issues*
- 2nd & 3rd level customer support / ☐ *VIP users*
- Cooperation with Payment Support (2nd & 3rd level customer support) and other internal departments on customer service specific issues



REQUIREMENTS

- Excellent time management and self-organization skills
- Excellent communication skills, as well as ability to communicate on different internet platforms
- Strong customer service orientation
- You have a passion for gaming
- Excellent [LANGUAGE] speaking and writing skills
- You have good English skills
- Customer Service experience ☐
- Communication-focused work experience is a plus ☐
- Ideally you have a college degree
- Good typing skills
- Knowledge of MS Office, especially Outlook
- Ability to absorb and process large amounts of information
- Strong teamwork and communication skills
- Friendliness
- Responsible attitude to work

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