

Joboffer dated from 06/08/2022

Working Student* Support

Field:	Community Management / Customer Service / Support
Type of employment:	Internship
Entry date:	immediately
Zip Code / Place:	76131 Karlsruhe
Country:	Germany

Company data

Company:	Gameforge AG
Street adress:	Albert-Nestler-Straße 8
Zip Code / Place:	76131 Karlsruhe



Contact Person

Name:	Anja Wolf
Position:	Head of Human Resources
Street adress:	Albert-Nestler-Straße 8
Zip Code / Place:	76131 Karlsruhe
E-mail:	jobs@gameforge.de

Job description

Karlsruhe | hybrid working | Full time | From now

We are one of the leading publishers of free-to-play online games based in Karlsruhe, Germany.

As Working Student* Game Support German, you are assisting players with all game related issues from lost items to technical troubleshooting. You should be "thick-skinned" to be able to handle a very passionate community, too.

Your mission

- You process and handle all players' inquiries in Gameforge's support system
-

Games-Career.com is a service provided by:



Quinke Networks GmbH
Bei den Mühlen 70
20457 Hamburg / Germany

- You check and monitor the game worlds
- You are in direct contact with our customers
- You create bug reports and documentation

Your skills

- You work independently and on self-reliant basis
- You have German language skills on a native level (C2), both written and spoken
- You have great persistence and are able to work under pressure
- You have excellent written communication skills
- You are passionate about online games and are experienced in MMOs
- You enjoy working in a team environment and are keen to learn more through practice

Your Gameforge setting

- An international company awaits you! English is our company language, as employees from over 25 nations are part of our team
- Flexibility and safety are important to us! We reacted quickly when the Corona pandemic began, enabling all our employees to work from home. When you join us, you will enjoy a structured digital onboarding program and the work equipment sent to you.
- Where colleagues become friends! Regular team events and an open company culture
- We're easy to reach! Great location, easily reachable on foot, by bike, bus, tram or car

About Gameforge

Founded in 2003, Gameforge is a leading Western publisher and operator of widely acclaimed Massively Multiplayer Online (MMO) and Browser-based game titles. Gameforge builds highly active and enduring global communities by supporting players through the greatest quality LiveOps, provision of localized content, engaging community management, and frequent delivery of meaningful updates.

Gameforge's diverse portfolio of highly successful gaming brands provides different worlds with engaging experiences for players from all walks of life: core MMORPG titles Swords of Legends Online, AION, TERA, and Metin2, beloved anime MMOs Elsword and NosTale, strategy-focused browser games like OGame and Ikariam, along with other classic titles such as 4Story and Runes of Magic.

More information is available on <http://corporate.gameforge.com/>

*No matter what gender, we're on the lookout for people with drive and talent.

Games-Career.com is a service provided by: