

Stellenangebot vom 02.04.2025

Customer Support Representative (f/m/d) - Russian speaking

Fachrichtung: Community Management /
Customer Service /
Support
Art der Beschäftigung: Vollzeit
Eintrittsdatum: ab sofort
PLZ / Ort: 80809 München
Land: Deutschland

Firmendaten

Firma: **Travian Games GmbH**
Straße & Hausnummer: Moosacher Str. 70
PLZ / Ort: 80809 München



Ansprechpartner

Name: Laura Hang
Position: HR Business Partner
Straße & Hausnummer: Moosacher Str. 70
PLZ / Ort: 80809 München

Job-Beschreibung

Our **Customer Support Team** plays a crucial role in ensuring players have the best possible experience — whether they need assistance with game mechanics, troubleshooting technical issues, or resolving payment concerns. We believe that exceptional player support is key to maintaining a thriving and dedicated player base.

Your Quest:

As a **Customer Support Representative (f/m/d)**, you will be the first point of contact for our players, ensuring that every interaction strengthens their connection to the game. You will assist with technical issues, provide solutions, and escalate recurring problems to improve

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overall game quality.

- **Player Support:** Provide exceptional customer service, helping players resolve in-game, account, and technical issues via a ticket system.
- **Problem-Solving & Troubleshooting:** Guide players through technical troubleshooting steps and offer clear solutions.
- **Bug Reporting & Escalation:** Identify, document, and escalate recurring technical or gameplay-related issues to internal teams to drive improvements.
- **Knowledge Management:** Keep internal support resources up to date, ensuring both you and your teammates have accurate solutions at hand.
- **Player Feedback & Game Improvements:** Gather and report player insights to the relevant teams to enhance game performance and satisfaction.

Your Skills:

We're looking for a **proactive problem-solver (f/m/d)** with a passion for games and strong customer service skills.

- **Experience in Customer Support**– Previous experience in a support role, ticket system, or community engagement is a plus.
- **Fluent in Russian & English**– Strong written and verbal communication skills. Very good Polish and German is a plus.
- **Passion for Gaming**– You have a strong understanding of game mechanics and are familiar with gaming culture.
- **Technical Aptitude**– Ability to troubleshoot basic issues and assist players in solving common game-related and technical problems.
- **Strong Communication & Empathy**– A customer-first mindset, capable of handling inquiries clearly, patiently, and efficiently.
- **Organizational & Multitasking Skills**– Ability to handle multiple player inquiries at once while maintaining attention to detail.
- **Proactive & Solutions-Oriented** – You take initiative and actively seek ways to improve the player experience.

Your Benefits:

- **Exciting tasks and projects:** In a value-driven environment where we as a team matter, and personal growth is highly encouraged
- **Modern working environment:** Stylish office in Munich with underground parking and direct access to public transportation
- **Hybrid Work Model:** Enjoy a mix of office and remote work (several days/week on site)
- **Work-Life-Balance:** up to 35 vacation days + half a day on christmas and new year´s eve
- **Benefits:** Deutschlandticket, Wellpass, language courses, Urban Sports Club, free drinks, fruit & snacks and regular company parties

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- **You decide:**Windows or Mac

Ready for the Next Level?

Then it's your turn! Apply now and help us create an **outstanding** player experience at **Travian Games!**

Let's Game on!

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