

Joboffer dated from 08/29/2017

Customer Service Agent

Field: Community Management /
Customer Service /
Support
Type of employment: Full-time
Entry date: immediately
Zip Code / Place: 10437 Berlin
Country: Germany

Company data

Company: **Sandbox Interactive GmbH**
Street address: Pappelallee 78-79
Zip Code / Place: 10437 Berlin



Contact Person

Name: Zezgin Sahinbas
Position:
Street address: Pappelallee 78-79
Zip Code / Place: 10437 Berlin

Job description

Sandbox Interactive is an ambitious Game Studio located in the heart of Berlin. Since 2012, we are developing the online game „Albion Online“, which has already established itself as the first truly cross-platform MMO for Windows, Mac, Linux, iOS and Android. With a player-driven economy, classless character customization as well as full-loot PvP fights as further core features, Albion Online is one of the hottest and most-anticipated MMORPGs with already more than 250,000 Founders and rapidly growing.

If you love to work hands-on as well as goal-oriented, we have a dynamic team with flat hierarchies waiting for you. Take the chance to work on an exciting project with the opportunity to take over responsibility and grow personally and apply today!

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YOUR CHALLENGE:

- Assist players with payment-, technical-, and general inquiries via our ticketing system
- Manage a team of freelance agents in different timezones to guarantee a great customer support experience 24/7
- Answer player's questions in our forum and on Social Media
- Work closely with our QA and Community Management to improve on support efficiency and identify and tackle current issues

YOUR PROFILE:

- Impeccable English skills, skills in another language Albion services (DE, RU, PT-BR, ES, PL)
- You enjoy the contact with customers and work reliably, independently and highly customer-orientated
- A Customer Service background
- Passion for video games in general and MMORPGs in particular

WE OFFER:

- Work on an ambitious cross-plattform product, the scope of which extends beyond the commonplace of game design
- A high degree of personal ownership and the opportunity to grow personally and together with the company
- Great company culture with a young and dynamic team of industry experts
- Work in the heart of Europe's capital for start-ups and technology, with countless bars and other amenities nearby
- Attractive compensation in line with industry standards

YOU ARE INTERESTED?

Then send your application

documents, including CV and motivation

letter to <https://albiononline.com/de/jobs?jh=raqyi63a3jm4dqza0v0qbehslidoul0a>

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