

Turkey Jobs Expertini®

Customer Support Specialist

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Company: Gram Games

Location: İstanbul

Category: other-general

Gram Games is the studio behind some of the most popular mobile titles in the world like Merge Dragons!, Merge Magic!, 1010!, and we have more awesome projects in the pipeline. We do things differently here: we work in small self-managing teams, enabling you to have an incredible amount of ownership, autonomy, and impact. We'll never ask you to abandon your craft and just focus on managing others or your workload.

At Gram, you know what makes a game both fun and successful. Here you'll have the freedom to utilize the technical, analytical, and artistic capabilities of Gram Games to their full extent, creating titles that will be enjoyed by millions around the world. It's up to you to make sure we're producing titles at the top of our game, that we're utilizing our team to its full potential. It's up to you to help us push our creative limits. You're there to bring us all together, to take advantage of each of our unique skills and ideas, and to turn them into games enjoyed and praised around the world.

Responsibilities

- Serve as the CS product owner for one or more games
- Deliver actionable insights on CS contacts to cross-functional teams
- Coordinate with Quality Assurance and Product teams to identify and resolve game bugs
- Collaborate with BI and Backend teams to improve internal support tools
- Review new feature specs and roadmaps to anticipate and plan for support needs
- Responsible for the self-service efficacy of FAQ content in all assigned products
- Monitor all CS-related KPIs and SLAs to quickly identify and drive action on trends

- Develop CS processes and procedures for products under your purview
- Keep support teams up to date on game content and provide training material as needed
- Address ticket escalations as needed

Requirements

- Knowledge and expertise with mobile games or micro-transaction apps
- A thorough understanding of CS operations, tools, and procedures
- A record of exceptional service and sharing feedback with proven results
- Analytical acumen to investigate and report on CS ticket drivers
- Strong judgment and confidence, and an ability to make decisions quickly
- Able to work under pressure in a fast-paced, high-volume environment
- **Excellent communication skills, including fluent written and spoken English is**

a must

Benefits

In return for bringing your expertise to this top priority role, we can offer some of the best benefits in the Games industry!

- Highly competitive salary
- Private medical care
- Company Bonus Scheme
- Relocation assistance for those moving to Turkey
- Life insurance and a favorable pension scheme
- Healthcare cash plan including dental and optical coverage
- Amazing tech to work with and consoles to play and relax with everywhere you look!

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