

Turkey Jobs Expertini®

Game Operation Support

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Company: Century Games

Location: Turkey

Category: other-general

Century Games is a social gaming company that puts fun for players worldwide. The company was established in 2010, and our headquarters is in Beijing, China with other offices in San Francisco and Shanghai with over 700 employees across the globe. Our fun, creative and hands-on team is dedicated to providing innovative and engaging games to our players across the world. We are listed in the Top 10 Game Developers on Facebook and Google Play.

Our team is looking for Game Operators for our Expanding Team – a young multilingual individuals that comes from over 25 countries.

The Role

GENERAL RESPONSIBILITIES:

Solve game related issues for the players via online ticketing system

Professionally resolve players' questions, submitted to our CS channels and report to the game studio.

Manage and collect players' feedback on CS channels and community pages.

Compile reports for major questions and key CS metrics tracking.

Ideal Profile

POSITION REQUIREMENTS:

Must be a Turkish speaker, and has passion for online/mobile games.

Work experience of 2+ years in the game industry is a plus.

Work experience of 2+ years as a Customer Service Representative is a plus.

Experience as a Community Manager is a plus.

Has experience using ticketing/ email systems such as Helpshift is a plus.

Can work under minimal supervision.

Amenable to work on a shifting schedule. (weekends and night shift schedule).

What's on Offer?

Work alongside & learn from best in class talent

Opportunity within a company with a solid track record of performance

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