

Joboffer dated from 12/19/2024

Community Management Specialist for Forge of Empires (in-house)

Field: others
Type of employment: Full-time
Entry date: immediately
Zip Code / Place: 22761 Hamburg
Country: Germany

Company data

Company: **InnoGames GmbH**
Street address: Friesenstraße 13
Zip Code / Place: 20097 Hamburg



Job description

Are you always up to date when it comes to your favorite game? Have you gained professional experience in community-driven game development? Then WE WANT YOU on our team to build bridges with our players! As an in-house Community Specialist for our flagship game Forge of Empires, you will communicate with different stakeholders and work closely with one other Community Management Specialist, as well as Developers, Product Managers and our most important resource, our players.

Your mission

- **Develop our community.** Take ownership in building and developing the community of our mobile- and browser game Forge of Empires.
- **Design your strategy.** Use trending topics among your community and your expertise to set up a successful content-/ communication plan between our players and the company, including announcements and release notes.
- **Guide your team.** Manage your team of external Community Managers, streamline information, collect feedback and ideas about our games, and collaborate closely by involving Community Managers in content creation.
- **Analyze performance.** Gather feedback and data from your community (all languages) to measure the impact of your community activities and analyze the information for your stakeholders.
- **Connect departments.** Enforce a professional collaboration with other internal departments, e.g., with our Game Development team.
- **Shape the gaming experience.** Coordinate live ops of new game content, including in-game events and new features.

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- **Engage our players.** □ Ensure a high-quality standard of customer support, build engagement via Discord and other Social Media channels. □
- **Learn from our team.** □ Work together with our experienced professionals shaping the Community Management team, e.g., 14 in-house professionals and about 40 external Community Managers.

Your skill set

- **Experienced Community Specialist.** □ Professional experience of 3+ years in Community Management in the gaming industry.
- **Community development expertise.** □ Competence in opening and growing new communication channels to players/customers, e.g., Discord.
- **Building Communities on Social Media.** □ Experience in setting up and executing strategies to increase and measure player engagement on Social Media channels.
- **Intercultural communication.** □ Business fluency in English (both written & spoken) and an open-minded personality paired with strong communication & negotiation skills.
- **Gamer by heart.** □ Enthusiasm for games and gaming communities, plus knowledge of the games industry and its mechanisms.
- **Sociable character.** □ Approachable, friendly, and professional with a dedicated focus on customer satisfaction - a service talent who loves connecting with people.
- **Pragmatic mindset.** □ Result-oriented and independent way of working, with an excellent sense of target group content and a positive user dialogue.
- **English as company language.** □ You are open-minded, confident working in a multicultural environment and eager to use your English skills every day.

Your power-ups

- **Career opportunities.** □ Level up □ with excellent training and development opportunities, such as e-learning, hard- or soft-skill trainings from our InnoVersity program or industry conferences.
- **Outstanding benefits.** □ Get 28 vacation days, a sabbatical, mobile device, contribution to your public transport ticket, and more.
- **Flexible working hours.** □ We offer □ trust-based working hours as well as active breaks - □ play table tennis with your team, work out in our gym or go to our rooftop terrace to get some fresh air.
- **Hybrid Working Model.** □ We offer our colleagues the flexibility to choose between working from home and our modern offices in central Hamburg. With regular times planned together at the office during our □ [Office Days](#), we keep up our unique InnoGames spirit!
- **Compensation & Fair Play.** We have career models as well as market-competitive salary grids in place that ensure that we treat our employees fairly. For a regular-level position, the salary range is between € 41,000 - 53,000 gross. The salary for a senior-level position ranges from € 53,000 - 68,000 gross. Your seniority level (junior, regular, senior) will be evaluated during the interview process.
- **Team of specialists.** □ Be part of a stable, growing, and award-winning company. Meet your future colleagues in [Business & Game Support](#), and [Creative & Product Management](#).
- **Team events.** □ Participate in regular team events (e.g., wine tasting, cooking,

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paintball), barbecue together on our rooftop terrace, and enjoy regular company-get-togethers.

- **Relocation assistance.** If you are interested in relocating to Hamburg, we will help you relocate to Hamburg regarding all the needed resources.

InnoGames is one of the leading German developers and publishers of mobile and browser games and a certified Great Place to Work®. The climate-neutral company based in Hamburg was founded in 2007 and is now part of Modern Times Group (MTG). Together with 350+ employees from over 40 nations, the company founders develop unique games that provide many years of fun for millions of players around the world. InnoGames is best known for Forge of Empires, Elvenar and Tribal Wars, but the company is continually expanding its now 10-game portfolio across platforms and genres. Most recently, InnoGames launched Heroes of History, a novel combination of city-building and hero-collection. Excited to start your journey with InnoGames and join our team as a Community Management Specialist? We look forward to receiving your application as well as your salary expectations and earliest possible start date through our online application form. Silja Bernecker would be happy to answer any questions you may have.

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