

Joboffer dated from 03/17/2025

Community Management Specialist - Forge of Empires

Field: Community Management /
Customer Service /
Support
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



Contact Person

Name: HR Team
Position:
Street address: Friesenstraße 13
Zip Code / Place: 20097 Hamburg

Job description

Strategy gamer at heart, Community Manager by trade - if that sounds like you, we want you on our team! As an in-house Community Management Specialist for our flagship game, Forge of Empires, you will serve as the crucial link between our players and the development team. Together with another Community Management Specialist, you will work closely with the whole game development team to ensure our players' exciting journey through the ages in Forge of Empires.

Your mission

- **Shape the gaming experience.** Dive deeply into Forge of Empires to effectively communicate new game content, including in-game events and new features.
- **Develop our community.** Take ownership in building and developing the community of

Games-Career.com is a service provided by:

our cross-platform game Forge of Empires.

- **Design your strategy.** □ Use trending topics and your expertise to set up successful content and communication plans, including announcements and release notes.
- **Guide your team.** □ Lead our team of external Community Managers, streamline information, collect feedback and get their support for content creation.
- **Analyze performance.** □ Summarize feedback, analyze data from your community (all languages) to measure the impact of your activities and transport key data to your internal stakeholders.
- **Engage our players.** □ Build engagement via Discord and other Social Media channels. □
- **Knowledge exchange.** □ Collaborate with our experienced professionals on the Community Management team consisting of 14 in-house and about 40 external Community Managers.

Your skill set

- **Community Specialist.** □ Professional experience of 3+ years as Community Manager for a midcore, strategy game
- **Strategy game enthusiast.** □ A track record of lots of playtime spent on strategy games, including Forge of Empires
- **Community development expertise.** □ Proof of opening and growing new communication channels to players e.g., on Discord
- **Player engagement on Social Media.** □ Experience in executing strategies to measure and increase player engagement on Social Media channels
- **Analytical skills.** □ High detail-orientation and strong analytical skills - ready to dive into the depths of the game
- **Intercultural competence.** □ Ability to effectively communicate and collaborate with diverse teams across cultural boundaries, demonstrating an open-minded personality combined with business fluency in English
- **Sociable character.** □ Approachable and professional while keeping a dedicated focus on customer satisfaction and positive user dialogue

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, sabbatical options, free mobile device, free 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

Games-Career.com is a service provided by:

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, 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 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.

Games-Career.com is a service provided by: