

Joboffer dated from 04/02/2025

Customer Support Representative (f/m/d) - Russian speaking

Field: Community Management /
Customer Service /
Support
Type of employment: Full-time
Entry date: immediately
Zip Code / Place: 80809 München
Country: Germany

Company data

Company: **Travian Games GmbH**
Street address: Moosacher Str. 70
Zip Code / Place: 80809 München



Contact Person

Name: Laura Hang
Position: HR Business Partner
Street address: Moosacher Str. 70
Zip Code / Place: 80809 München

Job description

Our **Customer Support Team** plays a crucial role in ensuring players have the best possible experience — whether they need assistance with game mechanics, troubleshooting technical issues, or resolving payment concerns. We believe that exceptional player support is key to maintaining a thriving and dedicated player base.

Your Quest:

As a **Customer Support Representative (f/m/d)**, you will be the first point of contact for

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our players, ensuring that every interaction strengthens their connection to the game. You will assist with technical issues, provide solutions, and escalate recurring problems to improve overall game quality.

- **Player Support:** Provide exceptional customer service, helping players resolve in-game, account, and technical issues via a ticket system.
- **Problem-Solving & Troubleshooting:** Guide players through technical troubleshooting steps and offer clear solutions.
- **Bug Reporting & Escalation:** Identify, document, and escalate recurring technical or gameplay-related issues to internal teams to drive improvements.
- **Knowledge Management:** Keep internal support resources up to date, ensuring both you and your teammates have accurate solutions at hand.
- **Player Feedback & Game Improvements:** Gather and report player insights to the relevant teams to enhance game performance and satisfaction.

Your Skills:

We're looking for a **proactive problem-solver (f/m/d)** with a passion for games and strong customer service skills.

- **Experience in Customer Support** – Previous experience in a support role, ticket system, or community engagement is a plus.
- **Fluent in Russian & English** – Strong written and verbal communication skills. Very good Polish and German is a plus.
- **Passion for Gaming** – You have a strong understanding of game mechanics and are familiar with gaming culture.
- **Technical Aptitude** – Ability to troubleshoot basic issues and assist players in solving common game-related and technical problems.
- **Strong Communication & Empathy** – A customer-first mindset, capable of handling inquiries clearly, patiently, and efficiently.
- **Organizational & Multitasking Skills** – Ability to handle multiple player inquiries at once while maintaining attention to detail.
- **Proactive & Solutions-Oriented** – You take initiative and actively seek ways to improve the player experience.

Your Benefits:

- **Exciting tasks and projects:** In a value-driven environment where we as a team matter, and personal growth is highly encouraged
- **Modern working environment:** Stylish office in Munich with underground parking and direct access to public transportation

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- **Hybrid Work Model:** Enjoy a mix of office and remote work (several days/week on site)
- **Work-Life-Balance:** ☐ up to 35 vacation days + half a day on christmas and new year´s eve
- **Benefits:** ☐ Deutschlandticket, Wellpass, language courses, Urban Sports Club, free drinks, fruit & snacks and regular company parties
- **You decide:** ☐ Windows or Mac

☐☐

Ready for the Next Level?

Then it´s your turn! Apply now and help us create an **outstanding** player experience at **Travian Games!**

Let´s Game on!

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