As of now, we are looking for a

**Community Manager - Italian (m/f)**

Goodgame Studios is Europe′s fastest growing gaming company and one of Germany′s most successful technology businesses. With more than 800 employees at our headquarters in Hamburg we develop innovative online games which are played by more than 190 million players in 25 languages across 200 countries. Our talented, motivated team of experts and newcomers forms the basis of our success. Become a part of the success story and apply now!

As **(Junior) Community Manager - Italian** (m/f), you will maintain contact with our Italian-speaking customers on all possible channels: these are our own games forums and Facebook fan pages, where you will provide customers and fans with regular information and answer their questions. You will answer all direct customer inquiries through our own ticket system.

**Your job:**

* Comprehensive support and administration of the community in forums, chat rooms and social media appearances
* Link between Community, Product Manager, Producer and QA (Quality Assurance)
* Analysis of gamers’ characteristics and behavior, compilation of statistics and reports on community feedback (product improvement suggestions, error statistics, etc.)
* Development and implementation of growth strategies to expand the community and strengthen customer loyalty
* Planning and implementation of in-game events, community events and meetings
* Your goal: customer acquisition and retention in the Italian market

**Your profile:**

* Native-speaker level knowledge of Italian, both written and spoken, good knowledge of English, good knowledge of German is an advantage
* Ideally, experience in community management of games through internships or private commitment
* A passion for (online) games
* Very high standards of service quality and a high games affinity
* The ability to look outside the box and solve problems
* Commitment, responsibility and decision-making ability
* Excellent communication skills and an open, friendly character

**We offer:**

* An exciting job where you can assume responsibility and develop professionally
* A dynamic team with friendly, highly-qualified colleagues from all over the world
* Strong, sustainable growth and fresh challenges every day
* Flat hierarchies and short decision paths
* A culture of mutual respect and an outstanding working environment
* Further training with workshops, language courses and technical reference works, a healthy work-life balance, regular team events, sporting and leisure activities and much more!

Hamburg is one of the most beautiful cities in the world and provides a fantastic range of leisure activities as well as a great nightlife. A maritime atmosphere and its Hanseatic cosmopolitan flair enable an especially high quality of life – and safety. We will make relocating simple, help you find a flat and make it easy for you to get to know your new home town.

Please send your application (cover letter, your CV, and your references) in a single PDF file with the keyword **“(Junior) Community Manager - Italian”** to Lena Boge,

**cmjobs@goodgamestudios.com.**

Please also let us know how you found out about the position.

Learn more at [**www.goodgame-jobs.com**](http://www.goodgame-jobs.com)

Goodgame Studios

Theodorstraße 42-90, Haus 9

22761 Hamburg