

German Player Support Agent

Keywords Studios is a service provider for Video Game developers. Beside Player Support we offer localisation, audio and art production, QA and much more.

Keywords Studios and their Player Support department (Alchemic Dream) launched brand new office in Madrid and we're looking for dedicated **German Player Support** interns, passionate about the video games industry to build a career and grow with us!

The Player Support department of Keywords Studios is led by Alchemic Dream, one of the first companies to offer an outsourcing service in Player Support. Known for more than 15 years in the industry, Alchemic Dream has been a part of the Keywords Studios group for almost 3 years now, providing community management, phone support and chat/email/ticket support for companies that publish and develop MMOs, virtual worlds, social games, casual games, mobile games and transmedia content.

Do you have native fluency level of **German** and you are a positive, dynamic person and have what it takes to be part of our international Player Support team?

Apply now and be part of our growing **German Player Support Team!** We would like to count you as part of our big family! Please send your CV and cover letter to Elisa Gomez, e.gomez@alchemicdream.com indicating your availability for work.

Main tasks:

- Assist **German** speaking video game players in troubleshooting their account issues, via email, chat or a ticketing system. No phone calls taken!
- Interact with **German** speaking video game players (via email, chat, tickets, forum messages) for all the inquiries they could have about the game.
- Assist the developer by forwarding them important information from all the issues you handle with customers.
- Translate or review texts.

Requirements:

- Excellent **German** and **English** skills
- A passion for video and mobile games
- Professional attitude
- Living in Madrid or willing to move to Madrid when job starts

Benefits

- Dress-down, young and international workplace
- New office easily accessible by metro (5 min. walk)
- Multicultural and gaming environment with like-minded colleagues
- Relocation packages may be offered to successful candidates living outside Madrid

