

Junior Support Manager Jobs In Abu Dhabi | Hypemasters

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Company: Hypemasters

Location: abu dhabi

Category: other-general

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About the job

Hypemasters, a dynamic and innovative gaming studio, is seeking a talented and dedicated Junior Support Manager to join our team. As a Junior Support Manager, you will be responsible for providing technical support to our players through various channels, such as email and direct messages on social media. You will also handle app store reviews and maintain records of player inquiries. This role requires a native Russian speaker with strong English language skills.

Responsibilities:

Respond promptly and professionally to player inquiries and issues via email and direct messages on social media platforms. Additionally, ensure the candidate has the ability to handle social media networks and check the work done by the current team to reduce errors

Manage app store reviews: Monitor and respond to player reviews in app stores to address concerns and provide assistance when needed

Keep detailed and organized records of player inquiries, including the number, content, and resolution of each interaction

Utilise existing support templates effectively to ensure consistent and efficient responses to player inquiries

Collaborate with the team to enhance the quality and effectiveness of support templates

Work closely with other departments, such as development, community management, and QA,

to escalate and resolve complex player issues in a timely manner

Stay informed about the game's features, updates, and upcoming releases to provide accurate and up-to-date information to players

Proactively identify areas for improvement in the support process and provide suggestions to enhance player satisfaction and efficiency

Requirements

Communication skills in both Russian and English

Proficiency in handling social media networks and checking the work done by the current team to reduce errors

Demonstrable passion for providing exceptional customer support and ensuring player satisfaction

Familiarity with gaming platforms, mobile devices, and basic troubleshooting techniques

Ability to manage multiple inquiries simultaneously while maintaining accurate and detailed records

Strong analytical and problem-solving skills to identify root causes and provide effective solutions

Collaborative mindset with the ability to work effectively with cross-functional teams

Willingness to adapt to a fast-paced and constantly evolving gaming industry

Genuine interest and enthusiasm for video games and the gaming community

Benefits

Stock options – own part of the company and benefit from its growth

Merit and market-based salary revisions every six months

Paid-for courses of your choosing (reminder on how to request them)

Conferences and travel paid-for (the ones that you wish)

Work wherever you want – you can work from one of our offices or remotely. We can sponsor your office of choice!

Regular team parties & hangouts

A culture of growth – ambitious goals await you, and a culture that constantly fuels growth

Work with top specialists of the gaming market (ex-Meta, Playtika, My.Games, Creative Mobile, Wargaming, Nekki, Playrix etc – the best of the best choose Hypemasters)

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