



<https://hardysearch.co.uk/job/customer-support-representative/>

Customer Support Representative

Description

Working in a hybrid role for an established and renowned publisher you will have the opportunity to support players with all manner of issues on all platforms and game genres. Being an avid gamer your knowledge will be best placed and fully utilised in this exciting role in the games industry.

Responsibilities

Primary Responsibilities:

Act as first point of customer contact, responding to inquiries via a web-based ticketing system, Discord, and other support channels
Collaborate in the triage, investigation, and resolution of issues
Become an expert in gameplay and product knowledge, contributing to internal and customer-facing content for FAQs, knowledge base articles, and wiki entries
Participate in the preparation and execution efforts for all game launches and content updates
Identify, document, and communicate trends in customer-reported issues
Establish and maintain good working team relationships and rapport with all departments

Secondary Responsibilities:

Utilize strong writing skills to edit, format, and review internal game evaluations
Proactively communicate with teams to deploy instructions and timelines for project reviews
Escalate game evaluation concerns and areas for improvement to leadership, following up when necessary

Qualifications

Good written skills are essential in this role as is the ability to remain calm and professional. You will be motivated by solving problems and helping others and you will see this as one of your key skills.

If you have worked or studied in the games industry it will be a significant advantage. You will be an avid gamer!

Job Benefits

Benefits highlights include hybrid working and bonuses, holiday pay and pension.

Employment Type

Full-time

Beginning of employment

Immediate

Duration of employment

Permanent

Industry

PC and Video Gaming

Job Location

Hertfordshire

Working Hours

Monday to Friday office Hours

Base Salary

£ 25000 - £ 30000

Date posted

February 5, 2025

Valid through

31.03.2025