

## Working Student Support (m/f/d)

Since the release of its MMOGs "Lords & Knights," "Medieval Kingdoms," and "Mission Chief," XYRALITY has been one of the most successful mobile game studios in Europe. Today, around 50 dedicated employees work on the sustainable further development of our game portfolio.

We are currently looking for a Working Student (m/f/d) to join our support team. Remote work is possible. This position is available immediately and with 20 working hours per week.

### Your tasks:

- Processing customer inquiries about our games via chat-based client, social media channels, forum and email
- Providing information to our players (questions about account balances, transactions, and billing issues)
- Working closely with the Quality Assurance and Development departments

### Required skills:

- Enrolled student (m/f/d)
- Strong customer service orientation
- Passion for mobile games and gaming in general
- Fluency in written and spoken German and English is required (Additional languages are a big plus)
- Customer service experience is a plus
- Knowledge of Lords & Knights or Mission Chief is a plus

### We offer:

- A challenging, yet, promoting work atmosphere with flat hierarchies
- Responsible tasks
- Home office as an option
- A team-oriented working process, visibly incorporating the results of your work
- Close collaboration with executives who will support your professional and personal development
- Unique expertise in the development and marketing of cross-platform games
- A modern, international working environment – including snacks and drinks

If you share our passion for games and outstanding products, approach tasks proactively, enjoy teamwork and working in a dynamic environment, we look forward to receiving your application!

### XYRALITY GmbH

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