



## Game Advisor, French language

### Location

Bucharest, Romania

### Category

Customer Service

### Type

Full-time, Part-time

### Requirements

*The ideal candidate will possess:*

- Advanced knowledge of French Language
- A passion to help our customers
- Exceptional and professional communication skills; both verbal and written
- Experience in troubleshooting for gameplay on PC, Mac, Xbox and PlayStation consoles
- Availability to attend approximately one to three weeks of required on-site, classroom training, on a fixed schedule that may include weekends
- Critical thinking and process analysis
- Detail oriented, strong organizational, and follow up skills
- A solution oriented mentality - "I will find the cure" philosophy
- An ability to be flexible with a strong ability to adapt to change
- An ability to handle multiple tasks simultaneously; including offline or special project work
- Basic experience using Microsoft Office suite(s)
- Familiarity with social networking and latest ways to communicate (Facebook, Twitter, Youtube, etc)
- An understanding of multiple racing, RPG, FPS games and gaming terminology; Broad user of multiple gaming platforms
- Availability to work set shifts as needed that will rotate from time to time based upon department shift bidding procedures

### Responsibilities / Accomplishments

*The Games Advisor will be responsible for:*

- Providing customers with top level service and experience
- Individuals capable of communicating with our customers via verbal and written communication
- Resolving all customer issues on the first contact, including future customer needs and issues
- Communicating with customers of all gaming skill levels
- In conjunction with Management, identifies and provides top issues as well as ideas for improvements that are related to providing customers with an exceptional level of service.

### Benefits

- Attractive salary
- Meal tickets
- Monthly transportation
- Medical insurance at Medlife
- Discounts at different collaborators services