

# WE'VE GOT THE GOOD JOBS.

## Internship – Customer Service French (m/f)

Goodgame Studios is Europe's fastest growing gaming company and one of Germany's most successful technology businesses. With more than 900 employees at our headquarters in Hamburg we develop innovative online games which are played by more than 200 million players in 25 languages across more than 200 countries. Our talented, motivated team of experts and newcomers forms the basis of our success. Become a part of the success story and apply now!

**As an Intern - Customer Service French (m/f) you will support our Customer Service Representatives in processing questions and problems from our users, with the help of a mentor. You are the voice of the company and also the first point of contact for our player community. This internship is suitable for recent school leavers, as a co-op program or for starting your career. We look forward to hearing from you!**

### YOUR JOB

- Be on hand to help and advise our players through different communication channels (email and chats)
- Get to know our games inside out so you can answer any questions from our player community
- Respond to player questions by quickly and unbureaucratically finding solutions to technical problems and bugs
- Work in close cooperation with other departments: give feedback to our game designers and report bugs to colleagues in the live bug analysis department
- Your goal: Encourage player loyalty by providing our players with outstanding service

### YOUR PROFILE

- Native-speaker level knowledge of French and good written and spoken English; knowledge of German and other languages is an advantage
- Open, friendly and a genuine team player
- Ability to retain an overview of the situation even when there are lots of customer inquiries to deal with
- Ideally some experience in customer contact (preferably online, or in catering, retail, hotel industry, etc.)

### WE OFFER

... an exciting job where you can assume responsibility and develop professionally. A dynamic team with friendly, highly-qualified colleagues from all over the world. Strong, sustainable growth and fresh challenges every day. Flat hierarchies and short decision paths. A culture of mutual respect and an outstanding working environment. Further training with workshops, language courses and technical reference works, a healthy work-life balance, regular team events, sporting and leisure activities and much more!

### SEND

...us your complete application (a letter of motivation, your CV and your certificates) as a single PDF file with the keyword "Internship - Customer Service French" to Sophie Dupré, [cmjobs@goodgamestudios.com](mailto:cmjobs@goodgamestudios.com).

Please also let us know how you found out about the position.

Find out more at [www.goodgame-jobs.com](http://www.goodgame-jobs.com)

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