



HYBRID GAMES

PortalOne develops mobile-first “Hybrid Games” that combine games and live shows to give users a more engaging games experience, with stunning visuals and interactivity. This convergence of entertainment forms means that our workforce is a mix of people from diverse industries, all working as a single team to create new workflows and pipelines to support production and delivery of next generation gaming entertainment. With founders and colleagues who have pioneered #1 hits in the gaming, film and TV industries around the world, ours is a culture of embracing challenge and breaking barriers to bring great entertainment to life.

Social Media & User Support Representative

JOB DESCRIPTION AND RESPONSIBILITIES

A position at the crossroads of customer service and social media. This dynamic role will be challenging and rewarding, as you will be engaging with customers on their preferred channels (Facebook, Twitter, Instagram, email, in-app etc.) and providing support throughout the customer-facing functions of our business.

Your responsibilities will include:

- Consistently providing solutions to our users and delivering an exceptional customer experience with every interaction
- Supporting our users on all our social media channels to ensure delivery of prompt and efficient solutions
- Acting with autonomy and collaborating with the rest of the team to provide accurate and thorough solutions to customer issues
- Seeking opportunities to improve the customer experience by sharing consumer feedback and recommendations to all relevant team members
- Supporting the marketing, promotion, and communications functions of the wider business, as and when required
- Overseeing the Arcade Show on a daily basis and report of any issues in the unlikely scenario that they arise (with the ability to fix low-complexity issues on the fly)
- Running the live in-app chat during the Arcade Show three times a week (an exciting opportunity to interact directly with users in real-time)
- Developing a deep knowledge of PortalOne Arcade

SKILLS & REQUIREMENTS

REQUIRED

- A minimum of 2 years of professional experience in customer service
- A solid understanding of gaming, social media and its impact on users
- Ability to troubleshoot effectively in an app environment, handling common, minor technical issues

- Ability to take personal ownership of customer requests & provide exceptional customer experience as measured through customer surveys and internal KPIs
- Team player with strong communication skills and the ability to work in a dynamic, fast-moving environment
- Strong organizational skills and a logical thinker
- Flexibility regarding work shifts, in accordance with the demands of the product and our users
- Highly proficient in written and spoken English

PREFERRED

- Experience in evaluating, implementing and using social media monitoring tools and CRM tools

****REMOTE WORK POSSIBLE****

****THIS IS A CONTRACT-BASED, PART-TIME POSITION****

JOIN OUR TEAM!

Send CV and Cover Letter to: join@portalone.com