

Headquartered in Munich, Travian Games GmbH is one of the world's leading providers of browser-based online games. The company offers its customers worldwide a range of complex and multi-layered worlds of experience that impress with their game depth and guarantee long-lasting gaming fun. A motivated team of over 230 employees develop and market online entertainment for all age groups. The company also acts as a publisher for external developers. With no lengthy or expensive downloads, all games can be simultaneously played by millions of users worldwide – all that is required is Internet access and a web browser. The portfolio of different genres is translated into up to 42 different languages, enabling the games to be used around the world by fans who appreciate lasting gaming entertainment.

For our office in Munich we are looking for a

## Training Specialist (m/f) for our Customer Service

### Major responsibilities:

- Design and develop virtual training programs regarding our games and tools for our Game Admins in collaboration with the Community Management
- Develop and deliver training to our new international Game Admins by means of eLearning Tools and messenger in English
- Support the training of our Community Managers and our internal Support Team
- Ensure that best practices are maintained and developed by our external Game Admins
- Evaluate the service quality of our Game Admins in collaboration with the Community Manager concerning local policies and identify demand-oriented trainings
- Identify skill gaps and the most appropriate method of training to address these gaps
- Establish an internal knowledge data base in collaboration with the Community Management and our Technical Support Team
- Ensure the data and the comprehensibility of the content in the data base is always current and up-to-date

### Your qualifications:

- Qualified Trainer or similar
- Strong experience in Training within a Customer Service environment (preferably in the games industry)
- Strong experience in developing a training curriculum and in working with knowledge data bases
- Experience in working with virtual class rooms
- Experience in working with multinational teams
- Fluency in verbal and written English essential (German and other languages desirable)
- Strong communication, stand-up presentation and training skills

We offer a nice and friendly working atmosphere in a highly motivated team, interesting and responsible tasks, independent work organization, a secure job and flexible working hours.

We are looking forward to your application including CV, references, expected yearly salary and earliest possible date of entry via email at:

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