

Are you passionate about customer service?

PikPok is New Zealand's longest standing developer. Over the last 23 years we've created a lot of games across a diverse range of genres for a wide range of platforms. Our teams are small, and everyone involved can contribute to the decisions that shape our titles. We are dedicated to delivering world class player experiences. If you have the same drive to deliver that quality of service to our customers, then you might be just who we're looking for!

The ideal candidate will have an exceptional level of empathy for the customer, a proven track record in the customer service space, and works well in a dynamic agile environment.

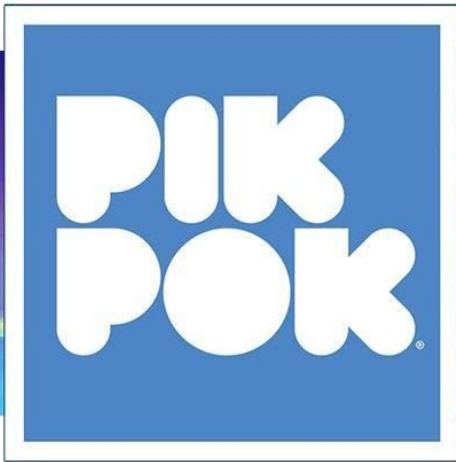
The Customer Support Representative provides front-line customer care for our players, and community. They act as a core link in the communication chain between our players, Quality Assurance, and Development teams. As such they have the primary responsibility of responding to, reporting, and escalating any issues or questions raised by players through our CRM system(s), player reviews posted on iTunes and Google Play Games, and our social media platforms as required.

By working across our Customer Support channels the Customer Support Representative will be able to dynamically respond to player queries and feedback to deliver best in class customer service.

Reports to the Customer Relationship Manager.

Customer Support Representative Core Responsibilities:

- Identify, troubleshoot, report, and respond to issues and/or enquiries from our players and communities
 - Primary channel: Email based Customer Support queue (Salesforce Service Cloud)
 - Secondary channel: User Reviews (iTunes, and Google Play)
- Provide timely and accurate responses to customer questions via CRM tools
- Communicate and escalate technical and/or gameplay issues via appropriate channels



- Provide feedback regarding support process, procedure, tools, and methods and suggest improvements
- Contribute to and/or deliver Customer Support department performance reports as required
- Contribute to and/or present Customer Support department feedback to development teams and management
- Meet agreed performance and quality targets

Customer Support Representative Secondary Responsibilities:

- As required, dynamically shift focus between communication and reporting channels to ensure consistent, timely, and professional customer service delivery regardless of source
 - May include providing support for PikPok's Community Management Team via our social media platforms (Facebook, Steam, Twitter, etc)

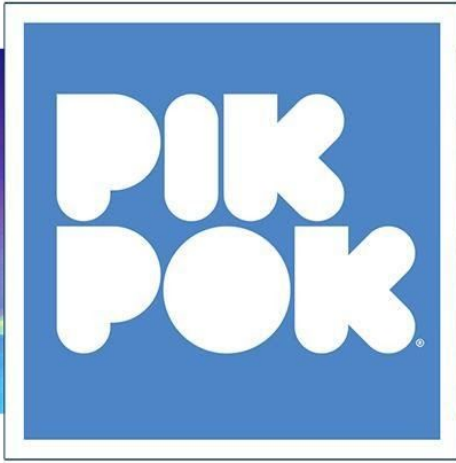
Required Skills

- Previous Customer Support or Front-Line customer facing experience ideally within the I.T., video game, or software development (or associated) industries
- Exceptional written and verbal communication skills
- Ability to multitask and prioritize effectively
- Ability to work individually or within a team as required
- Endless levels of empathy and strong sense of ethics
- Proficient in MS Office, Google Suite, or similar products

Desired Skills/Experience

- Multi-lingual
- Working knowledge of CRM tools (e.g. Salesforce CRM, ZenDesk, Nimble, etc.)
- Technical documentation experience

If this sounds like you, then please apply! PikPok welcomes applications from diverse candidates with a range of backgrounds, skills, and experiences.



Contact

Please send your application along with a digital copy of your résumé/CV to:

careers@pikpok.com.

Additional contact details can be found below and by visiting us online at www.pikpok.com