

Key phrases	1	2	3
As Sky continues to grow, we are seeking a Community Representative to help us keep up with the growing community of players active in the game, Discord, and social media	community	communication	social media
Our ideal candidate is a devoted Sky player who is always up-to-date with what's happening within the game and is able to tell us the pulse of the Sky community	passionate	perceptive	communication
You are hungry and passionate for the Support experience, and always strive to deliver the best level of service despite whatever the odds may be	support	passionate	problem-solving
You will work in tandem with the Customer Service and Community teams as we continuously look to build trust with our global audience and vanguard our values	teamwork	community	values
Schedule and days will require flexibility and weekend shifts.	flexibility		
Act as a public-facing representative of thatgamecompany, creating engagement opportunities at in-person and online events as needed.	public-facing	representative	engagement
Respond to customer inquiries and provide first contact of customer issues and questions via Discord, Twitter, and other designated social channels.	customer service	communication	social media
Learn about our Support processes and initial scope of contacts which includes but not limited to – general questions, billing, technical, player feedback, reports, and bugs.	support	customer service	learning
Moderate online conversations on our owned marketing and community channels (social media, Discord, groups, livestreams, etc).	moderating	communication	social media

Color	# of mentions
	2
	3
	4
	5
	6 or more

1st communication	9 mentions
2nd customer service	5 mentions

Monitor and report on sentiment, feedback, and trends in the live game community.	analysis	reporting	perceptive
Deliver timely and accurate responses to customer questions and requests.	timely	accuracy	customer service
Interact with the external Sky Customer Support team to share and solve issues.	teamwork	communication	problem-solving
Sort and escalate sensitive or critical tickets to the correct channels with recommendations.	accuracy	detailed	sensitivity
Display a professional, positive, and enthusiastic demeanor to employees and customers.	professional	positive	enthusiastic
Use provided resources to research customer issues and flag outdated or missing content.	research	detailed	customer service
Coordinate with Customer Support and Brand teams to ensure consistency in brand tone.	teamwork	consistency	communication
Support the Community Managers in managing relationships with prominent community advocates and volunteers.	support	teamwork	communication
A deep understanding of thatgamecompany's core values and vision.	understanding	values	
Passion for Sky and a deep understanding of its players.	passionate	understanding	community
Highly proficient in written and spoken English.	proficiency	communication	
Customer service experience.	customer service		
Experience supporting and moderating online communities and groups.	support	moderating	community
Proficient in troubleshooting technical issues.	proficiency	troubleshooting	technology
Strong familiarity with Discord and bot commands.	proficiency	social media	technology
Has proven good judgment in navigating and resolving sensitive situations online.	sensitivity	conflict resolution	communication
Able to work under pressure in a fast-paced, high-volume environment.	good under pressure	timely	accuracy

3rd	community	4 mentions
3rd	social media	4 mentions
3rd	support	4 mentions
3rd	teamwork	4 mentions