

Live-Service Game Master [ES/KR]

Introduction

To support our growth and nurture our relationship with European players, we are building a European publishing team in Amsterdam, the Netherlands. You will join a lean but dedicated team working across multiple communities, platforms, games such as Black Desert, Shadow Arena, and upcoming releases such as Crimson Desert, DokeV and Plan 8.

Pearl Abyss strives to improve the quality of game development and services to serve what matters to us most: the happiness of our players. As gamers ourselves, we want to build a fun and exciting gaming community all around the world for Black Desert and our upcoming titles. We hope to deliver the best MMO experience with the best service quality possible to all our players. Now for our over 40 million registered players for Black Desert on PC, console, and mobile platforms worldwide and our upcoming launches on other game platforms, we are looking for passionate and vision-driven gamers to help exceed our community's expectations.

We are looking to hire highly motivated Live-Service Game Masters (Spanish/Korean). The highest priorities for this role are to continuously monitor the game's live-service, to collect in-game issues and player feedback, and to engage players by designing and executing in-game GM events. GMs will be actively interacting with the players both in game and in the community, working closely with the Community Managers.

As a "Spanish/Korean speaking Live-Service Game-Master" you will:

- Focus your work on the trends and tendencies of the Spanish-speaking Black Desert Online community and gaming industry.
- Act as a bridge between Korean HQ and our European office. You will translate documents and texts from and to Korean. You relay important information from HQ to coworkers and write reports regarding the EU live-service to send to HQ. Monitor and regularly report on the live-service issues and players' feedback.
- Respond to the live game issues that occur in the game and write up appropriate notices when necessary.
- Assist in creating weekly/monthly GM events and to plan and execute them through in-game live-service.
- Work closely with other GMs, Customer Support and Community Managers to solicit feedback and suggestions for the game's improvement from the community.
- Stay up to date on the latest game updates to be able to support the player base properly.

- Perform investigation and documentation on game exploits, bugs, and other serious technical issues.
- Review customer support tickets, answers, further investigate reported issues, and take actions when necessary.

What we are looking for:

- Native-level fluency in Spanish with fluent Korean and English language skills.
- Residing in the Netherlands or willing to move there.
- In possession of a passport or permit allowing you to work in the Netherlands.
- Minimum 1 year of work experience, or equivalent combination of education and experience; especially in CS, QA, live-ops community management in the game industry, or related field.
- Extensive knowledge and gameplay experience of MMORPG games; experience with Black Desert Online is preferred.
- Prior experience/interactions with gaming communities
- Technical knowledge of online game live service.
- Strong customer service ethic and great inter-personal communication skills.
- Creativity, curiosity, and a willingness to learn and grow.
- Professional and mature demeanor along with strong time-management and organizational skills for coordinating multiple initiatives and priorities.
- In the future international travel may be required for this position.

What we offer:

- A position among a young, culturally diverse, and dynamic team.
- Fast-paced work environment with plenty of room to grow.
- Competitive salary and benefits.
- Company provided lunches, refreshments, and snacks.

To apply for this position, please send an e-mail to recruit-eu@pearlabyss.com with the following information:

1. A Cover Letter that describes why you want to work for Pearl Abyss. Please include what games you are currently playing and what types of games/genres you enjoy.

2. A fully updated Resume.

Company profile

Best known for the MMORPG franchise Black Desert, Pearl Abyss is a leading developer in the game industry. Established in 2010, Pearl Abyss has since developed Black Desert for PC, mobile, and console, and Shadow Arena for PC and console. All of Pearl Abyss' games are built on the company's own proprietary engine and are renowned for their cutting-edge graphics. The company is also developing Crimson Desert, DokeV, and PLAN 8 and is poised to continue its growth through 2021 and maintain its position as one of Asia's leaders in game development. More information about Pearl Abyss is available at: www.pearlabyss.com.