Community Manager

We're hiring a community manager to improve our relationship with players around the world. This is an opportunity to become an important bridge between Tap4Fun developers and our thousands of players located around the world. Join a growing team of game developers making cutting-edge products in Chengdu.

Tap4Fun is among the fastest-growing game developers in the App Store, and we have big plans for 2013 that you have an opportunity to be a part of.

Community Manager Job Responsibilities

• Manage an English-speaking customer service team to ensure high quality service and players' satisfaction

• Communicate with Tap4Fun players via Twitter and Facebook social network accounts and help promote regular events

• Moderate the official Tap4Fun forum, which includes sections and players discussing individual topics on each Tap4Fun game

• Act as official manager of the Tap4Fun Game Moderator Team, which is currently over 300 volunteer players around the world. Collect information from moderators and assemble and present this data into actionable reports

• Communicate the information that you collect with development teams, providing teams with better information to enable them to develop products more in line with players' wants and expectations

Community Manager Requirements

• A passion for community building, games, and the game development process

• Native English speaker with outstanding written English skills including spelling, grammar, and ability to communicate

• Some management experience

• A calm and responsible attitude and demeanor, even when communicating with unreasonable or immature people. If someone treats you poorly, you must be above it, and always represent Tap4Fun with courtesy and professionalism.

• Knowledge of social marketing best pratice, working knowledge of Twitter and Facebook Fan Pages, including etiquette

• A lover of games, ideally mobile games. Enjoys playing and analyzing games and developing an understanding of what makes great games and great communities

• Passion and interest in learning and growing your skills in a competitive and demanding environment

• Chinese language skills, for communicating with development teams

Community Manager Ideal Qualities

Consider the guidelines below to be indicators of the type of person that we think would work best in our organization, and not necessarily as requirements.

• Mac and iPhone user, or familiar with Mac OS X and iOS operating systems

• Familiar with the mobile game industry, including popular games and themes as well as emerging trends

• Conversational spoken Chinese skills and the ability to read and write

• Familiar with Wordpress CMS and/or vBulletin forum software and user management