



Service Manager

Montreal - Full-time - 744000039404478

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Reporting to the Associate Director of Games & Services Experience, the Service Manager is responsible for scoping, creating, and driving support service strategies to help Ubisoft products and services achieve their objectives. This role requires cultivating relationships with key stakeholders to understand their needs, expectations, and roadmaps, which will guide the Customer Relationship Center (CRC) strategy. You will monitor service health, identify opportunities to improve service request resolution, and reduce contact ratios.

What you'll do

1. Strategic Training and Support Planning:

- Engage in PIS initiatives during the discovery phase to influence and align training and support strategies with CRC needs.
- Review feature documentation in collaboration with Product Owners (POs) to define support processes and help strategies.
- Develop and implement tooling strategies that empower CRC agents to efficiently address new product features and resolve customer inquiries.

2. Documentation and Knowledge Management:

- Create, update, and maintain comprehensive documentation that enhances CRC agent performance.
- Ensure all knowledge resources align with the overall CRC strategy, particularly in preparation for new feature launches and events.
- Coordinate with key stakeholders to document player journeys and predict/manage the player experience effectively.

3. Issue Resolution and Incident Management:

- Prioritize and manage CRC tickets related to PIS, ensuring timely and effective resolution of customer issues.
- Monitor service degradation and collaborate with the PIS live ops manager on root cause analysis and incident reporting.
- Drive improvements in key performance metrics, such as Customer Satisfaction (CSAT) and first-contact resolution rates.

4. Operational Alignment and Risk Mitigation:

- Integrate CRC perspectives into PIS product discovery and release strategies to proactively address potential operational risks.

- Conduct thorough risk evaluations and develop mitigation plans to minimize impacts on player-facing teams.
- Serve as a PIS domain expert, ensuring smooth communication and coordination across teams to optimize the resolution process.

What you'll bring to the team

- Bachelor's degree in Business, Information Systems, Communications, or a related field.
- 3-5 years of experience in customer support, training, or product management, preferably within a tech or gaming environment.
- Proven experience in documentation and knowledge management.
- Experience working within the ITIL framework, with a strong understanding of IT service management best practices. (ITIL certification is a plus)
- Ability to follow and understand technical discussions. While not expected to be a subject matter expert, you should be comfortable engaging with product owners and developers, grasping key technical concepts.
- Demonstrated ability to manage complex incidents and drive improvements in support metrics.
- Strong analytical and problem-solving skills.
- Excellent communication and documentation skills.
- Ability to collaborate cross-functionally and influence without direct authority.
- Proficiency in using customer support tools and knowledge management systems.
- Experience in the gaming industry or a similar fast-paced, customer-centric environment.
- Familiarity with topics relating to digital identity and topics around player safety.
- Proficiency in French

Ubisoft's 19,000 team members, working across more than 30 countries around the world, are bound by a common mission: enrich players' lives with original and memorable gaming experiences. Their commitment and talent have brought to life many acclaimed franchises such as Assassin's Creed, Far Cry, Watch Dogs, Just Dance, Rainbow Six, and many more to come.

Ubisoft is an equal opportunity employer that believes diverse backgrounds and perspectives are key to creating worlds where both players and teams can thrive and express themselves.

When you join Ubi MTL, you discover a workplace that sparks inspiration and connection. We offer a collaborative space that provides career advancement, a host of learning opportunities, and meaningful benefits centred on well-being.

If you are excited about solving game-changing challenges, harnessing cutting-edge technologies, and pushing the boundaries of entertainment, we invite you to join us on our journey and help us create the unknown.

At Ubisoft, you can come as you are. We embrace diversity in all its forms. We're committed to fostering a work environment that is inclusive and respectful of all differences.