



Community Manager - Rainbow 6 Siege & Assassin's Creed

Montreal - Full-time - 744000087176325

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The Community Manager is primarily accountable for supporting the community strategic plan created by their brand's Community Developer. Responsibilities include communicating with players through social media channels, creating dynamic community content to engage and inform, and driving player feedback to share with the Community Developer and cross-functional partners to support in-game improvements. Community Managers are responsible for having a thorough understanding of contemporary gaming genres and platforms, including fluency with games-as-a-service practices.

WHAT YOU'LL DO

- Collaborate on defining and helping to execute the community strategic plan, driven by the Community Developer for your specific brand(s).
- Create player-facing resources and engaging digital content such as guides, short-form videos, static assets, and educational content which leverage community trends and highlight key initiatives.
- Interface with internal production resources to produce assets required to support content deliverables.
- Write/review/copyedit outbound communications to ensure readability and alignment with brand tone and key objectives.
- Collaborate with cross-functional partners to align on a content calendar designed to consistently maximize engagement across shared social media channels. Monitor and drive player conversations across these and additional channels.
- Build a Ubisoft identity and develop an active and engaged relationship with players in the fan-base. Help to develop programs to identify key influencers and leverage these community members to help evangelize the brand and/or game for the community.
- Assess the community's pulse, understand community concerns, and communicate community status to internal cross-functional partners.
- Report on areas of concern for the community, surface trending topics/threads, and share/contextualize engagement metrics.
- Devise and manage contests + other events and facilitate the fulfillment of prize delivery when necessary.
- Work with the portfolio's Social Media Manager to understand content performance and apply learnings to future content campaigns to maximize reach, impressions, and engagements

WHAT YOU'LL BRING

- Experience in a community management or customer service role.
- Previous experience with user moderation and conversation management in a digital/online environment, including experience working with forums and social media management tools.
- Strong understanding of social media services, mechanics, and trends; especially Instagram, Twitter/X, TikTok, and Discord.
- Background as a creative and knowledgeable gamer, comfortable with online communities and social media.
- Excellent communication skills required.
- Ability to thrive in a highly dynamic environment within a globally distributed team.
- Experience in the video games industry a significant plus.
- Previous experience with customer first-contact and de-escalation is preferred.
- Fluency in French.

Ubisoft is a global leader in gaming with teams across the world creating original and memorable gaming experiences, from Assassin's Creed, Rainbow Six to Just Dance and more. We believe diverse perspectives help both players and teams thrive. If you're passionate about innovation and pushing entertainment boundaries, join our journey and help us create the unknown!

We embrace a hybrid work model helping you stay connected with your team and aligned with business priorities, while giving you the opportunity to maintain your work-life balance. Note, that some roles are fully office-based and are not eligible for hybrid work.