



Sr. Manager, Community Team

Montreal - Full-time - 744000091122665

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The Manager, Community Team will be responsible for the daily operations of the internationally connected Community group that works within an integrated team on an assigned portfolio of games. The Community Team is responsible for player engagement activities across community channels, including content creation, sentiment reporting, and player insights and feedback. This role helps oversee, shape, and manage the overall performance and development of the Community team.

WHAT YOU'LL DO

- Oversee the day-to-day management and operations of the Community team on an assigned portfolio of games.
- Implement global strategies, best practices, and initiatives to support the player community.
- Drive and improve content production practices, quality, and team Key Performance Indicators and objectives.
- Follow and implement social media, content, and engagement best practices, incorporating key learnings into team standards and training.
- Drive and optimize player insight strategies, feedback cycle practices, and relevant tools to guide decision making with Development, Publishing, and Community.
- Coach and develop the team by assessing strengths and development needs, giving timely feedback, and creating improvement and training plans.
- Manage team reports, schedules, staffing allocations, and resources to accomplish mission.
- Engage in the day-to-day supervision and review of Community Development, Community Manager, and Community Representative work and results.
- Develop and maintain relationships with partner teams in Community, Support, Publishing and Studios.
- Make recommendations to all Leadership stakeholders and Executive management on progress and improvements.
- Create a fun, collaborative environment with a shared passion for Ubisoft players.

WHAT YOU'LL BRING

- Intermediate experience in a community management supervisory role, minimum
- People management experience with a track record of leading diverse, distributed teams.
- Familiar with social media channels, live streams, and YouTube.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers,

clients, customers, and the general public.

- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
- 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.