



Community Manager - Rainbow 6 Siege

Montreal - Full-time - 744000111912875

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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 Rainbow Six Siege 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 Rainbow Six Siege community strategic plan, driven by the Community Developer for your specific brand(s).
- Communicate live game updates, status changes, and service issues to players across official channels, ensuring timely and transparent information sharing in collaboration with the Community Developer.
- Develop an active and engaged relationship with players in the fanbase.
- Help identify key influencers and collaborate with these community members to evangelize the brand and/or game for the community.
- Create player-facing resources and engaging digital content such as shortform videos, static assets, and educational content which leverage community trends and highlight key community 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.
- 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.
- Support community activations such as developer Q&A, contests, etc.
- 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.
- Solid project management skills
- 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 Discord, TikTok, YouTube, Instagram and Twitter/X.
- Background as a creative and knowledgeable gamer, comfortable with online FPS communities and social media.
- Excellent French and English communication and writing 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.