



Associate Manager - Community Team (Assassin's Creed)

Montreal - Full-time - 744000158484579

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The Community Team is responsible for player engagement activities across community channels, including content creation and player insights and feedback. The Associate Manager, Community Team, will be responsible for overseeing the daily operations of a team of Community Managers working on an assigned portfolio of games. This role supports the Community team by managing the growth, development, and performance of the respective portfolio's Community Managers. Additionally, the Associate Manager contributes to transversal and game-specific projects and initiatives.

WHAT YOU'LL DO

- Support the Portfolio Lead in the daily management and operations of the Community team on an assigned portfolio of games. Provide recommendations on process and performance improvements, acting as an enabler for operational excellence.
- Lead a team of Community Managers, which includes day-to-day supervision, review of work activity and results, and performance management.
- Coach the team by assessing strengths and development needs, giving timely feedback, and creating improvement and training plans.
- Drive innovation & solution-driven mindset for Community Managers to help develop autonomy and growth.
- Develop and maintain best practices and initiatives to support the player community, including but not limited to: content production practices, standards of quality, and team Key Performance Indicators.
- Incorporate leadership directives, new global processes, and best practices from portfolio's Social Media Manager to establish team standards and trainings.
- Manage team resources, workload, staffing allocations, and resources to support business objectives of the portfolio.
- Review annual employee feedback surveys and collaborate with Portfolio Lead to create action plans to address key issues and pain points.
- Develop and maintain relationships with partner teams in Community, Social, Player Support, & Frontline.
- Create a fun, collaborative environment with a shared desire to enhance the experience of Ubisoft players and tell the stories of our games.

WHAT YOU'LL BRING

- Intermediate experience in community management or similar role.
- People management experience with a track record of leading diverse, distributed teams a plus.
- Familiar with social media channels, live streams, and YouTube.
- Experience in the video games industry a significant plus.