Sr Community Developer - For Honor

Montreal - Full-time - 744000158747533

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The Senior Community Developer is a leader in creating global community engagement strategies that support player retention inside & outside of their experiences with our games. They will be responsible for establishing and growing our global communities around Ubisoft's games with a proficiency in player communications, game improvements and feedback cycles, and deployment and maintenance of best practices.

As a key strategic partner, they will prioritize global business growth opportunities by collaborating with transversal stakeholders as they lead the global community strategy, creating and executing global plans, and work with a distributed international team that is focused on building relationships and earning trust with players around the world. This position will also provide their expertise to peers and cross functional team members to drive collaborative planning, develop strong synergies, and execute commitments at high quality standards. As a leader in the global community team, this position will be integrated with lead development studios.

WHAT YOU'LL DO

- Develop and execute community strategic plans through a variety of content tactics which support Production objectives and augment the overall marketing strategy.
- Coordinate communication, activities, and initiatives with multiple global departments for consistent and cohesive messaging.
- Leverage Community Managers, transversal teams, and relevant partner resources to create meaningful content for our players (example: blogs, podcasts, interviews, infographics, & more).
- Act as one of the spokespersons for the assigned brand(s). Coordinate community-centric events including, but not limited to: studio visits from fans, developer dialogues, and tournaments.
- Collaborate with portfolio's Social Media Manager to define and report on content KPI's to demonstrate success and ROI of community programs and content.
- Support internal & external milestones, such as betas and launches, to ensure KPIs are met & to advocate for player experience.
- Act as a primary representative for players' needs within Production and Publishing teams to positively influence development and communications positioning on behalf of our players and business objectives.
- Shape player feedback cycles and provide insights to Production and Publishing teams to influence game experiences, stimulate user retention, and assist in positioning messaging and marketing beats.
- Collaborate and coordinate with live teams for post-launch communication. Set expectations on applicable situations such as patch content, status, and delivery.

- Manage and produce internal reports on community feedback, activity & expectations.
- Serve as an identified subject matter expert for both the project and the wider global Community team, and act as a mentor to Community Managers and peers.
- Operate with an ROI-centric mindset by making calculated decisions that promote efficiency while remaining strategic with available resources.
- Lead the way in defining best practices to drive impact and proactively share these with the wider Community team.
- Identify and capitalize on opportunities for synergies between cross-functional teams.
- Lead transversal initiatives to support department objectives and key results.

International travel may be required.

WHAT YOU'LL BRING

- Knowledge of For Honor or fighting / PvP melee games and their competitive communities.
- Extensive experience managing online communities and leading strategic community plans or programs with demonstrable results.
- Extensive experience in the video game industry, ideally on live-service and/or competitive multiplayer games across multiple platforms.
- Strong knowledge of social and community platforms (Steam, Reddit, Discord, X, Instagram, Facebook, YouTube, Twitch) and their specific community dynamics.
- Experience working in a demanding production environment with multiple deadlines, objectives and stakeholders.
- Proven track record of working with development teams to filter, prioritize and implement player feedback.
- Strong judgment in sensitive communication situations and the ability to stay credible with a demanding core audience.
- Data-driven mindset: able to define KPIs, read performance data and turn it into decisions.
- Fluency in French and English.
- Experience in social media marketing is a strong plus.
- Experience supporting esports, tournaments or content creator programs is also a strong plus.