



BONFIRE GATHERING

Igniting passion and growing the game ecosystem in Thailand.

Job Description

Job Title: Community Admin and Customer Support

Location: Rama 3, Bangkok

Reports To: Product Team Lead

Job Type: Full-Time (Working hour, Onsite) or Contract (Non-working hour, WFH)

Job Summary:

As a Community Admin/Customer Support at BONFIRE GATHERING, you will be the bridge between our gaming community and our company. Your role includes engaging with players, addressing their questions and concerns, and building a strong gaming community. You will also play a crucial part in representing the voice of our players to the company.

Key Responsibilities:

Community Engagement

- Act as a primary point of contact for players through various communication channels, including Facebook, Discord, Closed Group Community, LINE OA, etc.
- Engage with players to build a positive and active gaming community.

Feedback Collection

- Collect and summarize player feedback, concerns, and suggestions for internal review.
- Advocate for players' needs and provide valuable insights to the development team.

Issue Resolution and Documentation

- Address player inquiries, issues, and technical problems promptly and professionally.
- Maintain accurate records of player interactions and support cases.
- Create and update knowledge base articles (FAQ) to assist players with common inquiries.
- Provide support to players, including troubleshooting and guiding them through game-related concerns.

Content Creation and Community Plan

- Create engaging content for social media and community forums to keep players informed and entertained.
- Organize and host community events and activities.



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- Create and maintain a community plan that outlines strategies to foster a strong gaming community, drive engagement, and align community initiatives with game development.

Qualifications:

- Bachelor's degree in marketing, communication, or a related field, **fresh graduates are welcome.**
- Proven experience in community management or customer support roles, especially in the gaming industry.
- Excellent communication skills and the ability to interact with players in a positive and professional manner.
- Empathy and patience in resolving player concerns and issues.
- Strong problem-solving and organizational skills.
- Proficiency in Microsoft Word, Excel, and PowerPoint.
- Passion for gaming and a deep understanding of the gaming community.
- Proven experience in idea generation, creative quality assessment, and content development is a plus.

Office Location and Hours:

- Yan Nawa, Rama 3, Bangkok (BRT Wat Dan) – Parking available
- 10:00 AM - 7.00 PM, Monday to Friday (Onsite)

About Us:

BONFIRE GATHERING is a new and dynamic player in the game industry, led by Oat Pramote Pathan, committed to delivering immersive gaming experiences to Thai players. We are dedicated to fostering innovation and creativity in the world of gaming. At BONFIRE GATHERING, we value passion, teamwork, and a relentless pursuit of excellence.

We are currently seeking talented and enthusiastic individuals to join our team and contribute to our mission. If you're passionate about gaming and eager to be a part of an innovative and dynamic company, we encourage you to explore the exciting career opportunities with us. Join us in creating memorable gaming experiences and pushing the boundaries of what's possible in the gaming industry.



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Why BONFIRE GATHERING?

At BONFIRE GATHERING, we offer an exciting and dynamic work environment where your passion for gaming is highly valued. Join us and be part of a small and agile team that creates memorable gaming experiences for players in the Thai market. Shape the direction of our games and make a significant impact in the gaming industry.

If you are ready to take a role and you are excited about shaping the direction of our games for Thai players, **apply today by sending an email to career@bonfiregathering.com with your resume attached. Please include your expected salary in your application.** Join us and be part of a small and agile team that creates memorable gaming experiences for players in the Thai market.