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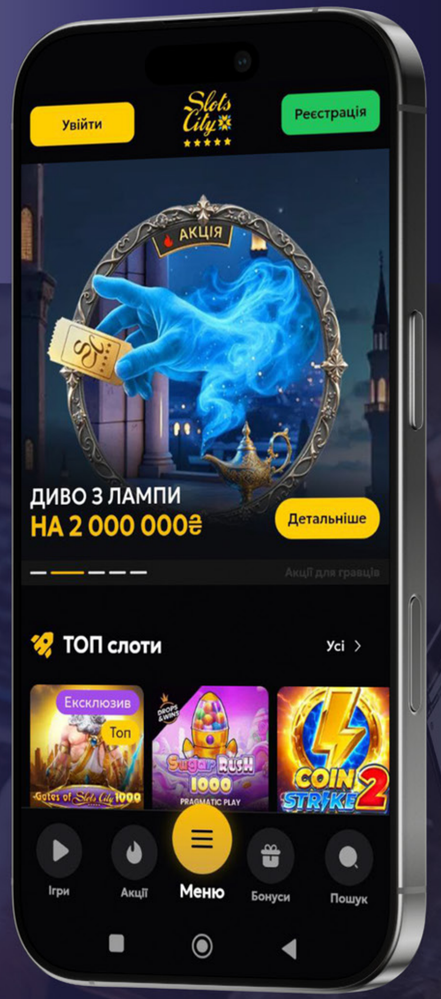
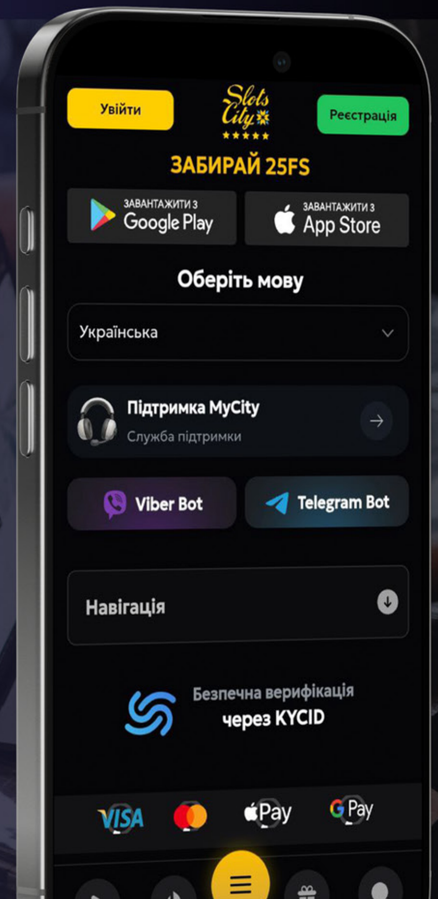
Slots City

Recruitment for
GameDev LLC





Introduction: Project Description and Objectives

The project is implemented for **GameDev LLC,** a company specializing in online games and gambling platforms.

Project goal:

- to find customer support specialists for chat and call channels with various language requirements and experience levels;
- to ensure fast and high-quality selection and preparation of candidates.

Client requirements:

Chats/Call Centers without foreign languages:

- no experience required,
- fluent Ukrainian,
- basic computer skills,
- stress resistance.

Chats/Call Centers with French:

- English — B1+,
- French — B1+,
- no experience required.

Chats/Call Centers with English:

- English — B1+,
- no experience required.

VIP Manager:

- 6+ months of experience in call centers/customer service,
- preferably in online sales or VIP support,
- fluent Ukrainian.

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Workflow and Tools Used

Request Intake and Documentation

During the **initial meeting,** we aligned on

- **hiring goals** and approximate volumes,
- **candidate profiles** for each language group,
- **work schedules,**
- **KPIs,** and other requirements.

> These parameters could be adjusted during the process based on GameDev's evolving needs and were approved additionally when needed.

Defining the Ideal Candidate Profile

For each direction, **we defined:**

- required **language proficiency** levels;
- **key soft skills** (stress resistance, politeness, empathy, handling difficult inquiries);
- basic **technical skills** (working with CRM/chat platforms, following scripts);
- typing speed and writing accuracy (for chat roles).

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Vacancy Drafting

Separate, appealing **job descriptions** were prepared for each language group — clearly outlining requirements, conditions, shift schedules, and growth opportunities.

Job Posting and Promotion

- **Vacancies** were published across multiple platforms and thematic Telegram channels.
- **On LinkedIn,** we used both manual candidate sourcing and job posting (posts and reposts from the company page).
- We also leveraged our **internal candidate database.**

Selection Criteria and Screening

We created an evaluation form with sections for:

- language (online test/interview);
- technical skills and typing speed for chat roles;
- communication and handling objections/conflicts;
- motivation and schedule/conditions fit.

Google Meet

Preliminary interviews were conducted via Google Meet with video.

For chat positions, we used **the client's test assignment** (dialogue simulation, inquiry processing, spelling/grammar questions, typing speed test).

We decided who received the test based on **screening results;** the client reviewed completed assignments.

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Client Communication

A shared Google Sheet (accessible to the SlotCity team) was created with fields for contacts, languages, interview notes, status, and recommendations.

Each time a candidate was added, we notified GameDev's team via **dedicated work chats,** sending resumes and short summaries (strengths, risks, next-step recommendations).

Only **key decisions** (final interviews/offers) were agreed upon with the client; operational steps were managed independently to accelerate the process.

Results

Project duration:

1,5 years → periodic recruitment waves

1–4 weeks → short campaigns lasted

162 **Total candidates submitted**
(across all chat and call center tracks)

64 **Offers made**

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Breakdown of candidates who received offers:

48 **Without foreign languages**
(Ukrainian-language chats and call centers)

15 **With English**
(B1+ and above)

1 **With French**
(French B1+, English B1+)

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Conclusions

The project was implemented on time and consistently throughout the collaboration.

A clear candidate profile, separate vacancies for each language group, a mix of job postings and manual LinkedIn sourcing, and transparent communication through shared spreadsheets and work chats ensured fast and high-quality recruitment.

As a result, **GameDev LLC** consistently received the required number of operators, which improved the speed and quality of customer service.