

German Speaking Customer Support Agent

Contract Type: Permanent (Full time)

Job description

- Delivering a high level of service ensuring player satisfaction and handling of all general enquiries
- Create added value by identifying and maximizing sales opportunities
- Natural communicator through Email, Online Chats & Telephone.

What will you be doing day to day?

- Making all our players happy in a fast paced environment
- Strong communicator as well as instinctive solution provider
- Taking on board feedback, learning and constantly enhancing your already incredible skills
- Turning registered players into loyal members of the best gaming community using an effective selling approach which is beneficial to both our company & our players
- Working independently and being trusted to make decisions to improve player satisfaction and team results
- Be an amazing team player every day
- Just simply be unstoppable

Requirements

- You are awesome in German, both written and spoken (and pretty good in English too)
- You have experience and a passion in dealing with customers
- You thrive at multi-tasking
- Master new skills quickly
- A super positive attitude
- Expert coffee maker (tea making is also considered an asset)

Training provided

3 weeks in-depth initial training so you can hit the ground running with confidence

Any assistance with accommodation/relocation

Relocation package provided upon review.

Any other benefits

- Cool offices based in the most popular location on the island (central Sliema)
- Amazing colleagues- we are 1 big happy family from top to bottom!
- Breakfast twice a week along with fruit & biscuits daily
- Monthly happy hour! Time to have a beer and a bite to eat with your colleagues

- Develop your sporting abilities by joining our company football team or beating your colleague at table tennis in our onsite play area
- Private health insurance
- An opportunity to grow professionally within one of the biggest iGaming companies in the world

Salary

17,400 Euro/year

How the interviews will be held

Face to face or over Skype if the candidate is overseas.