

GERMAN SPEAKING CUSTOMER SUPPORT SPECIALIST

Number of Posts: 10

Contract Type: Permanent

Job description

- Answering customers enquiries via phone, email and live chat in a timely and professional manner;
- Providing customer support on gaming, financial, technical and any applicable issues related to the customer support department;
- Working together with the Payments/Fraud department to solve problems regarding customers questions;
- Working together with the Payments/Fraud department to manage customers' withdrawals;
- Working together with CRM and Tech department to solve problems and improve the system and give the customers a better service;
- Assist the Marketing Department and Country Manager with local promotions and be updated on activities in the local market;
- Understand and follow procedures for the Customer Support Department and report any aberrations to the closest manager.

Requirements

- Fluent in German and English
- Ability to listen and come up with solutions to customers problems
- Ability to work independent and as a part of a team
- Work well under pressure
- Be flexible when it comes to working hours.

In this role, we are looking for someone with an energetic and driven personality, with a strong entrepreneurial spirit, who embraces the possibility of truly making a difference within our organisation.

Training provided

YES

Any assistance with accommodation/relocation

FLIGHT TO MALTA PAID + 2 WEEKS OF ACCOMMODATION IN COMPANY APARTMENT

Salary

Vacancy Additional Information

Depending from experience, between 22,000 to 24,000 Euro gross per year + bonuses + benefits and perks

How will the interviews be held

Two Skype interview with the team leader and the hiring manager

Any other information

Shifts - Rotating 24/7

€300 yearly sports allowance

Health insurance

Vacancy Additional Information

breakfasts, social events, company trips!

Candidates need to be ambitious, driven and with a super personality