

Player Experience Agent

We are currently looking for a Player Experience Agent to work in a fast-moving iGaming environment. You will have the opportunity to engage and delight our customers, making sure their queries are addressed and resolved in timely manner via diverse channels (email, chat, social media). However, your responsibility will not resume to support. We want you to be proactive! You will be a crucial link between departments as well as have the ownership to participate in other activities and inter-departmental projects to improve the overall customer experience.

You will assist the Head of the Department and the Team Leader, ensuring compliance with the laws that regulate the company's activity. Your main goal is to communicate clearly and provide an excellent customer experience during the overall player journey.

Requirements:

- ✓ Professional speaking and writing skills in native Portuguese (mandatory).
- ✓ High level of English, both written and orally speaking (mandatory).
- ✓ Strong knowledge of MS Office tools and Internet (mandatory).
- ✓ Preferably previous experience in a customer experience/service environment or a customer-related role (online gaming industry - highly desirable).
- ✓ An understanding of Poker, Casino games and a passion for Sports will be considered a plus.
- ✓ Stress-resistant and able to efficiently manage several tasks simultaneously.
- ✓ Proactive, solution-oriented with focus on detail.
- ✓ Strong analytical and critical thinking skills.
- ✓ Be a team player but also able to work independently.
- ✓ You are flexible with working in different shifts and weekdays.
- ✓ You are currently based in Portugal - Lisbon Metropolitan Area.

Our offer:

The opportunity to work in a dynamic company that continues to grow in its sector.

- ✓ Attractive salary conditions.
- ✓ Health Insurance
- ✓ Meal allowance and many other benefits.

Type of offer: Full-time

Please apply sending your CV in English and indicating the position Ref. PXA to info.online@estorilsoldigital.com