

We are currently looking for a **Customer Service Agent** to work in a fast-moving iGaming environment, where the main goal is to support our customers (via email and chat) and take measures to ensure their satisfaction and a high-quality customer support service.

Your challenge

- Acquire an excellent knowledge and understanding of the company's products;
- Register, follow up and resolve the customer's requests;
- Provide players with an immediate solution or response to ensure full satisfaction;
- Assist the Customer Service Manager and the Team Leader;
- Assist and interact with other departments whenever it is required;
- Ensure compliance with the laws that regulate the company's activity.

Your talents

- Portuguese native speaker (required)
- High level of English, both written and orally speaking (required);
- Strong knowledge of MS Office tools and Internet;
- At least 1-year experience in a customer service environment (required);
Previous experience in the online gaming industry (highly desirable);
- An understanding of betting and a passion for sport will be considered a plus;
- Stress-resistant and able to efficiently manage several tasks simultaneously;
- Proactive, solution-oriented with focus on detail;
- Be a team player but also able to work independently;
- Willing to work with flexible hours.
- Education: Completed high-school or Degree in a relevant area (required).

Our offer

- The opportunity to work in a young and dynamic company that continues to grow in its sector.
- Attractive salary conditions;
- A full-time contract directly with our company;
- Health insurance;
- Meal allowance and other benefits.

If you are interested and think you match this profile, please send your CV to

info.online@estorilsoldigital.com