

Job Title

About Estoril Sol Digital / ESC Online

Estoril Sol Digital (ESD), owner of ESCONLINE.PT, is a leading licensed online gaming operator in Portugal and part of the prestigious Grupo Estoril Sol, a pioneer in entertainment with decades of experience.

Since launching in 2016, ESC Online has set the standard for digital sportsbook, casino and poker experiences via a high-performance platform developed in partnership with GAMING1.

We're committed to building innovative, secure, and responsible digital experiences, powered by a culture of integrity, collaboration, and continuous improvement. Learn more: estorilsoldigital.com.

We are currently looking for a **VIP Representative** to join our team in a fast-paced iGaming environment. The ideal candidate will focus on our high value customer marketing plan and campaigns , while also supporting the delivery of marketing communications and account management for priority clients by building strong relationships with VIP customers.

The VIP Representative will be responsible for identifying, acquiring and retaining VIP customers and therefore increasing brand loyalty and revenues.

The VIP Representative will be also responsible for assisting on corporate and Brand events.

Responsibilities/What You'll Do

- Implement and constantly improve an innovative and efficient VIP Loyalty Program for VIP players;
- Liaise with Campaign, Content and CRM team to optimize communication with VIP players;
- Forecasting and analyzing promotional activity;
- Assist CRM on compensations and bonuses (loyalty programs) for VIP players according to guidelines;
- Make regular promotional and relationship building outbound calls to players, working in coordination with CRM and deal with them efficiently and with the highest level of customer care;
- Track and report on the performance of VIP players against agreed targets;
- Generate and organize weekly potential, active, churning or churned VIP lists for contact and ensure they are contacted in a timely and appropriate manner with appropriate offers and treatment;
- Own and resolve VIP complaints, managing the escalation from gaming support queries;
- Gather feedback and input from VIP players to improve service offering;
- Organize and attend VIP, corporate and Brand events;
- Assist in Events management and Sponsorships;

Requirements/What You'll Bring

- High proficiency in English (written and spoken);
- Proficiency in Microsoft Office tools (Outlook, Word, Excel, PowerPoint, Sharepoint, BI);
- Experience of running excellent VIP management and operation;
- Proven experience of building and managing relationships with I-gaming VIPs;
- Experience in account management;
- Strong organizational skills and attention to detail;
- Ability to multitask and prioritize in a dynamic, fast-moving environment;
- Proactive and resourceful, with a hands-on attitude and problem-solving mindset;
- Comfortable working both independently and collaboratively;
- Experience in a multinational or iGaming environment is a plus.

Our offer

- An enriching and valuable experience in a vibrant and fast-evolving sector;
- A full-time contract with an attractive and dynamic salary package that matches your talent and commitment;
- A supportive workplace culture where you'll thrive alongside engaged and committed colleagues;
- The opportunity to advance your career in a company undergoing strong expansion and driven by ambitious goals.

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