



Spanish Speaking Customer Service Agent

No of positions: 7

Contract Type: Permanent / full time

Job Description

As a key employee of the Customer Service Team, you will be the first point of contact with our players through live chat, email and phone calls. All aspects of this role are customer centric and focused on delivering the best possible experience. Your main responsibilities will be to:

- Greet and communicate with customers in a warm and empathetic fashion
- Deliver a high level of customer service to customers regarding their queries and inform them about promotions and deals on site
- Identify and support players in difficulties they might encounter
- Enable our players with quality solutions in a timely, personal, and professional manner that exceeds the customers' expectations
- Provide explanations to customers about products/site/policies
- Keep up to date with new information/policies
- Build a trusting relationship through accurate answers and a positive vibe
- Understand, guide and support players in Responsible Gambling
- Collaborate with our Fraud and payments team in customer queries
- Understand AML and report any suspicious activity
- Update customer account/details with necessary information when needed

Requirements:

- A fluent Spanish speaker who can also speak/write English fluently
- Willingness to work on shifts (24/7)
- You have a positive and a can-do attitude with a flexible approach
- You enjoy learning and sharing your knowledge with others
- You have a genuine interest in iGaming and eager to learn more
- You take pride in giving support to people with empathy and show engagement in delivering an excellent service
- An excellent listener
- A team player that can work independently

Training provided: Yes

Any assistance with accommodation/relocation: Yes, flight ticket up to Eur 300 and 2 weeks accommodation

Any other benefits:

- Private health insurance
- Birthday leave



- Additional marriage leave
- Additional paternity leave
- 5 days of your sick leave to care for your sick child
- 1 volunteer day
- Flexible start and finish times (except for teams who work shifts)
- Free transport home for late-night shifts
- Refer a friend bonus
- Wellness allowance
- Professional development support
- Department team building activities
- Monthly get-togethers and activities
- Wednesday and Friday Breakfasts
- Daily fresh fruit, tea, and coffee
- Party tickets and free beach club access
- Relocation package and assistance
- Company loyalty trip
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Salary: Gross annual Eur 25.000, plus 10% performance bonus.

How will the interviews be held: 2 rounds of interviews, 1st one is a pre-recorded video-interview and assessment; 2nd one is a Skype or personal interview

To apply:

Please send Letter + CV in English by email to eures.recruitment.jobsplus@gov.mt con copia a pcpmixto.eures@sepe.es quoting the name of the vacancy *Spanish & English Speaking Customer* and the vacancy reference 395588 in the covering email.

AYUDAS EURES A LA MOVILIDAD LABORAL

Infórmate de las ayudas económicas para acudir a la entrevista, y/o para el posterior traslado al país de destino si resultas contratado.

Requisitos y trámites a seguir en: Planes Específicos de Movilidad de EURES en los que participa España (Targeted Mobility Scheme- TMS)

<https://www.sepe.es/HomeSepe/Personas/encontrar-trabajo/empleo-europa/tu-primer-empleo-eures.html>

Para más información contacta con el/la Consejero/a EURES de tu provincia:

https://www.sepe.es/contenidos/personas/encontrar_empleo/encontrar_empleo_europa/consejeros.html