



5 Spanish Speaking Customer Support Advisor



Number of Posts: 5

Contract Type: Full time – Permanent.

Job description

As a Customer Account Advisor, you will join the European Customer Service team to support the Company's operation at our offices based in Malta.

You will assist our global customer base via Live Chat, Telephone and Email. You will be assisting our customers with a wide variety of account queries including payments, login, verification, and betting queries.

From your first day with the company, relevant training will be provided on all aspects of the role, including sports and betting, giving you the tools and knowledge to provide an excellent customer experience.

Development continues throughout the role enabling you to build your career in an innovative team. We are keen to welcome candidates who are passionate about delivering high quality service whilst working in a fast paced, rewarding environment with fantastic opportunities for progression. A competitive salary and benefits package will be provided to the successful applicants. Candidates must be prepared to work any five days from seven including weekends.

Main Responsibilities:

- Providing support to our customer base via Live Chat, Telephone and Email.
- Reviewing and escalating queries from customers to your superiors when required.
- Liaising with other internal teams to review queries from customers regarding several topics including payments, technical issues, verification, or betting queries.

Preferred Skills, Qualifications and Experience

- Fluent verbal and written communication in any of the languages mentioned above.
- Excellent verbal and written communication skills in English.
- A passion for delivering outstanding Customer Service.
- The ability to solve problem and find a resolution.
- Competent literacy and numeracy skills.
- Experience in a customer-facing role.

Training provided: Yes - up to 12 weeks training

Any assistance with accommodation/relocation: we offer flights to come to Malta, first few weeks in company accommodation and we pay an accommodation allowance (3-year benefit including the initial stay in company accommodation) for candidates travelling from overseas for these roles.

Any other benefits:

- Bonus Schemes
- Recognition for your performance and hard work.
- Employee Assistance Programme
- Supporting the wellbeing of you and your family.
- Eye Care
- In a digital world, we help take care of your vision.
- Health Insurance
- Reassurance for your health and wellbeing.
- Life Events and Long Service
- To celebrate your big occasions, dedication, and hard work.
- Income Protection
- Your income is protected, just in case.
- Life Assurance
- Peace of mind for your family in any eventuality.

Salary: Eur 30,000 per year

How will the interviews be held : Online via skype

How to apply

Job applications are to be sent to eures.recruitment.jobsplus@gov.mt with copy to eures.grupomixto@sepe.es (CVs are to be submitted **in English, Ref. Spanish Speaking Customer Advisors, ref. 381748**)

AYUDAS A LA MOVILIDAD: 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