



5 Spanish Speaking Customer Support Advisor



Number of Posts: 5

Contract Type: Full time – Permanent.

Job description

As a member of the Customer Service Ambassador team, you will be a part of a diverse and ambitious group of people responsible for navigating players throughout their adventure with us. You will begin your Ambassador journey in our Service team, where you will be responsible for onboarding, educating, and supporting our customers. This team is a springboard for growing into either our Engagement team, where you will be able to get creative and upsell our product, or our Expert team, where you will have the opportunity to dig deep, expand your knowledge and learn more about the complex sides of iGaming.

Main Responsibilities:

- Listen and respond to our player's needs and concerns and provide professional, friendly support at all times ensuring our players are our number one priority
- Work in collaboration with other teams such as Player Protection, Sports, Payments and Loyalty
- Contribute fresh new ideas, giving constructive feedback to constantly improve how we work and exercise your creativity
- Support customers across multiple brands via live chat and email with an average of 100 cases per day
- Assist management with day to day tasks, while expanding your knowledge and progression.

Preferred Skills, Qualifications and Experience

- Fluent in Spanish
- Passionate about identifying customer needs and providing first contact resolution
- Experienced & comfortable interacting with customers, whether that be face-to-face, via calls or written communication
- Target driven and eager to consistently improve your personal performance
- Excellent at communicating, patient and able to explain complex topics in a concise way
- Ambitious, eager and ready to learn
- A reliable, hard working person with a super positive attitude

Bonus skills:

- Live chat experience
- Sportsbook knowledge
- iGaming experience
- Fluent in any of our other key market languages (English, Swedish, Danish, Norwegian, German, Spanish, Finnish)

Ambassadors Perks:

- Monthly bonus incentives to reward high performance
- Regular target based competitions
- 3 weeks of full training with constant attention and support
- Career progression with managerial potential

Casumo Perks:

Being a part of the Casumo group provides an unparalleled experience. You'll find yourself surrounded by the brightest minds within the most inspiring and collaborative office spaces on the sunny island of Malta. In addition to that, you'll enjoy:

- Private health insurance
- Wellness incentives, including gym passes
- Gourmet lunches and healthy snacks prepared by our in-house chefs
- Access to some of the greatest tools and platforms for developing your professional skills and building success within your role
- A range of training courses, known as Casumo College, for continuous learning and growth
- An incredibly diverse team of smart, kind and motivated colleagues from more than 30 countries
- Social events for building strong relationships with colleagues from all across the organisation

Any assistance with accommodation/relocation

- 2 weeks in company flat
- Flights (one-way ticket only, for employee only including 2 pieces of luggage)
- €500 cash reimbursement for relocation expenses
- Transport from airport to accommodation

Salary : Eur 23,000

How will the interviews be held : Online

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 , ref. 382636**)

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