

WinBet is a leader in the offline gaming industry in Bulgaria. With multiple gaming clubs all over the country, we provide our customers a unique experience by offering a large selection of games, huge Jack Pots, various promotions and excellent service.

For our online project we are currently looking to employ Customer Support Representative to join our growing team of professionals.

Your main responsibilities will include:

- Provide front end support to existing and potential customers via e-mail, phone and live-chat and assist with various queries and issues;
- Assess individual queries and take appropriate action to ensure customers' needs are met and reported issues are successfully resolved;
- Acquire and maintain an excellent knowledge level of the product, games and features offered;
- Acquire and maintain an excellent knowledge level of the internal procedures and rules and work in accordance with them at all times;

To be successful in this position you will ideally have:

- Previous experience as a Customer Service Representative;
- Previous experience or knowledge of the the gaming industry, more specifically casino and sportsbetting products;
- Working level of the English language – verbal and written;
- Good communication skills and a positive and diplomatic approach to players;
- Ability to multi-task, quick decision-making and attention to detail;
- Excellent time-management skills and be a good team-player;
- Proficiency across the Microsoft Office suite;

What we offer:

- Competitive salary;
- Young, positive and stimulating work environment;
- The opportunity to learn, grow and develop your career further;
- Indefinite employment contract with Casino Solutions Ltd;

If our notice of interest to you, please send your CV with a recent photo to e-mail: m.shuleska@casinosolutions-bg.com We will be contacted personally with shortlisted candidates to invite them for an interview.

Deadline: 31.10.2017

Your application will be reviewed in strict confidentiality and in accordance with the provisions stated in the Data-Protection Act. Only short-listed candidates will be contacted.