



Job Title:	Email Support PokerStars with German/French/Italian/Russian/Spanish/Portuguese and English
Job Title Internally:	Support Services Account Specialist
Business Unit:	Global Support Services
Location:	Sofia, Bulgaria

Job Title: Email Support PokerStars- Russian
Internally this job is titled: Support Services Account Specialist
Department: Global Support Services
Job status: Full time/Permanent
Shift: This is a day shift role (40 hours/5 days)

The Job

The role of the Support Services Account Specialist is to provide excellent customer service to the Group's players by assisting them with a wide range of queries in accordance with Group policies and procedures.

- Liaise directly with the Group's players via multiple communication channels such as email, live chat etc to assist with queries, providing fast, accurate and thorough responses to numerous contacts per shift using pre-approved templates
- Provide general account management assistance to customers on behalf of the Group in accordance with Group procedures
- Handle and troubleshoot player issues within training scope and escalate those issues outside all in accordance with Group procedures and guidelines
- Inform players about current promotions as instructed by the Group using pre-approved promotional material
- Provide accurate and timely escalation of issues impacting the Group's player's experience to assist in improving the end user experience
- Stay fully up-to-date with all of the Group's Guidelines, Policies and Procedures
- Any other duties associated with assisting the Group's players as requested by Management
- Working towards Group's KPIs, including CSAT, AHT
- You will provide email support to our clients

The Talents

As an investor in our people, we will provide you with a comprehensive three-week training course specifically tailored to aid you in your new job as Customer Service Specialist. All we ask is that you meet the following criteria:

- Fluent in the specific language German/French/Italian/Russian/Spanish/Portuguese, with an excellent command of English
- Strong customer service mentality with first-rate attention to detail
- Ability to demonstrate excellent verbal and written communication skills
- Possess a strong customer service mentality with first-rate attention to detail
- Thrive in working in a fast paced, target-driven environment
- Self-motivated and able to work as part of a busy team
- Possess strong all round understanding of basic computer software, especially Word and Excel

The following credentials are a distinct advantage, but not essential for the role:



- Proficiency in any additional languages
- A minimum typing speed of 40 wpm; 60 wpm
- Previous gaming experience
- Working knowledge of online payment processing
- Have proven work experience in using live chat

The Prospects

Support Services Senior Account Specialist

The Culture

"The best Company I have ever worked for: I have been working at The Stars Group full-time (More than a year). Great people, great benefits and amazing perks. The Company genuinely values its employees. Fun products. Amazing offices. Inspirational Leaders who are passionate about the brand and the product. Really friendly and down to earth CEO. My boss is great!" - Glass Door - published Jan 2015.

The Process

Follow instructions to apply directly. We will aim to get back to you within 14 days of applying. If you meet the criteria you will be invited to complete written language assessments, followed by a phone discussion and finally face-to-face/Skype interview.

Company related links

The Stars Group Careers Page: <http://www.starsgroup.com/careers/index>

The Stars Group Facebook Page: <https://www.facebook.com/WorkAtTheStarsGroup/>

The Stars Group LinkedIn Page: <https://www.linkedin.com/company/starsgroup>

Our values

- Focus on the customer
- Work as a team
- Strive for excellence
- Have courage
- Show passion

The Company

Stars Interactive is a division of The Stars Group, ultimate owner of industry leading gaming brands including PokerStars, PokerStars Casino, BetStars, Full Tilt, PokerStars Championship, PokerStars Festival and MEGASTACK. Collectively, these brands have more than 111 million registered customers, forming one of the largest online gaming businesses in the world. We provide gaming experiences designed to make our platforms the favourite iGaming destinations for customers everywhere. This role is in the Group's Bulgaria service office in the Global Support Services department.

Talent Acquisition Point of Contact:

Filipa Velkova,

Tel: 0884-324-023.

You can send CV-s directly on the following e-mail address: filipav@starsgroup.com.