

## Customer Experience Teammate

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Company: Betshop

Location: Greece

Category: office-and-administrative-support

Betshop (a brand owned by B2B Gaming Services Malta Ltd, one of Fairplays' top internal client) is a fast-growing iGaming & Betting brand that offers a consistent and smooth experience to the customers. Our growing team aims to meet challenges in the ever-evolving betting environment to ensure that our customers enjoy a range of reliable and exciting options. Our company culture revolves around teamwork, mutual respect, innovation, and knowledge sharing. We strive to build our business by investing in human relationships and leveraging our collective expertise.

We are seeking a Customer Experience Teammate to join our team and help us deliver exceptional service to our customers. The ideal candidate is passionate about helping customers, has excellent communication skills, and is self-motivated.

### Responsibilities

Respond to customer inquiries through various channels, including but not limited to email, phone, social media, and live chat.

Provide an exceptional customer experience by addressing their concerns and resolving their issues.

Maintain and update customer account information accurately.

Collaborate with other departments, including KYC and VIP.

Identify opportunities to improve customer experience and suggest actionable solutions.

Continuously monitor customer interactions and update the customer feedback database.

Ensure compliance with legal and regulatory requirements.

## Requirements

Prior experience in a customer service position.

Excellent written and verbal communication skills in both Greek and English.

Ability to handle multiple customer inquiries.

Familiarity with Microsoft Office Suite and customer service software.

Familiarity with betting and online casino industry preferred.

Strong problem-solving skills and attention to detail.

Ability to work in a fast-paced, dynamic environment.

## Benefits

Exciting and pleasant working environment

Competitive Salary

Private Health Insurance Plan

Training & Development

Hybrid working model

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