

**Position:** Customer Support Agent - Spanish

**Reporting to:** Customer Support Team Leader - Spanish

**Location:** Spain, Sotogrande

**Contract:** Permanent

### **Get to Know Us**

Voted Online Casino Operator of the Year 2018, winners of the WiG 2019 Employee Wellbeing Award and the IGA 2020 Best Customer Service Company Award, Mansion is an international gaming group, running three popular Casino brands and a Sportsbook.

Our office is located in Sotogrande, on the sunny Costa del Sol. We're proud of our vibrant and fun office space, we work hard and play hard – so you'll never experience a dull day at work with us.

Want to be a part of the thrilling world of online gaming? If this sounds like the perfect workplace and role for you – then get in touch!

### **Team Vision**

To provide an exceptional, professional service to all members and maintain high customer satisfaction by ensuring a good reputation and long-term relationship with our customers, bringing the same level of hospitality of a land-based Casino, to online gaming.

### **Competencies for the Role**

Effective Listening	Team Working	Prioritising & Organising
Resilience	Business Awareness	Achieving Results
Critical thinking	Eagerness for development	Learning & Developing
Making Considered Decisions	Persuasive and Effective Communication	

### **Key Responsibilities**

First line contact point for player account management queries and resolution handling via telephone, email and Live Chat. Offering an enhanced proactive one-stop service, encouraging loyalty and trust, whilst increasing satisfaction levels, including VIP Support, Sales and Risk.

### **Areas of Responsibility**

- Respond to customer requests and questions regarding service, products and account information
- Answer a high volume of calls, emails and Live Chat messages from customers, whilst maintaining a rapid response rate according to agreed standards
- Liaise with other internal departments to assist in the resolution of customer queries and issues
- Provide a high level of support, whilst actively selling to new players by understanding their needs and offering them the benefits of playing at Mansion
- Contact new customers by phone, Live Chat and email
- Record accurate information and maintain detailed and in-depth records
- Meet pre-determined productivity, quality and SLA weekly, monthly and quarterly targets
- Ensure Risk standards are adhered to in line with Business requirements
- Identify information by categorising, estimating, recognising differences or similarities, and detecting changes in circumstances or events
- Recommend, select and help locate the right approach for a deposit to be made
- Follow up on customer interactions
- Perform any other tasks that are delegated with regards to the working process
- Work as a part of a team



### What we are looking for...

#### Essential:

- Spanish to a native level, high level of grammar both written and verbal
- High level of English, high level of grammar both written and verbal
- Excellent interpersonal skills, self-confidence and a strong team player
- An open, honest, enthusiastic and resilient approach
- Accountability for achieving goals and delivering a quality service to the customer
- Organisational skills

#### Desirable:

- Knowledge of the online gaming industry
- Previous experience in Customer Support, sales, online technical support or similar

#### Start Date

Immediate

#### Compensation and Benefits

- Competitive salary based on experience
- Monthly commission based on personal and team targets
- 22 days annual leave on start, increasing to 28 days depending on longevity (plus public holidays)
- Comprehensive health care plan for you and your family (Medical history disregarded)
- Monthly happy hour drinks
- Contribution towards corporate gym membership
- Employee training and development
- Excellent career progression opportunities
- Team building events
- Birthday gifts
- Free monthly massage