

**We are currently looking for a Customer Service Agent to work in a fast-moving iGaming environment, where the main goal is to support our customers (via email and chat) and take measures to ensure their satisfaction and a high-quality customer support service.**

**Your Challenge:**

- Acquire an excellent knowledge and understanding of the company's products;
- Register, follow up and resolve the customer' requests;
- Provide players with an immediate solution or response to ensure full satisfaction;
- Assist the Customer Service Manager and the Team Leader;
- Assist and interact with other departments whenever it is required;
- Ensure compliance with the laws that regulate the company's activity.

**Your Requirements:**

- Portuguese native speaker;
- High level of English, both written and orally speaking;
- Strong knowledge of MS Office tools and Internet;
- At least 1 year experience in a customer service environment;
- Previous experience in the online gaming industry (highly desirable);
- An understanding of betting and a passion for sport will be considered a plus;
- Stress-resistant and able to efficiently manage several tasks simultaneously;
- Proactive, solution-oriented with focus on detail;
- Be a team player but also able to work independently;
- Willing to work with flexible hours;

**Our offer:**

**The opportunity to work in a young and dynamic company that continues to grow in its sector.**

- **Attractive salary conditions;**
- **A full-time contract directly with our company;**
- **Health insurance;**
- **Meal allowance and other benefits.**