

Customer Service Manager - Igaming

The Background:

Working for one of the UK's pre-eminent sports betting and casino solution providers, offering services within the UK and beyond.

The Customer Services Manager position is a wide ranging and varied role where the ability to communicate clearly and effectively with all areas of the business, its clients and suppliers is essential.

At the forefront of the company operations, you will be responsible for maintaining and developing the high standards of customer service which has made them one of the leading sports betting and casino platform providers in the industry.

The role:

To manage a small but growing team providing primarily 2nd line Customer Support to an increasing number of clients who are utilising the company's sports betting and casino platform.

The primary support issues raised involve: the creation, ongoing management and fulfilment of all promotional offers, payments (deposits and withdrawals), day-to-day management of website content, regulatory requirements, along with testing of bug fixes, new products and services.

To work closely with other departments within the business (technical teams, traders, account managers, business development, project managers etc) to ensure that the best levels of services are offered at all times to our existing and new clients along with their existing customer base.

Duties will include but not be limited to the following:

- Ensuring the Customer Services Team provides timely 2nd line support to all of its clients, liaising directly with them and other internal teams and suppliers where necessary.
- Maintain a close working relationship with the company's suppliers (payments providers, KYC solution providers etc) and key individuals within its clients operations teams to ensure an optimal service is being provided.
- Ensure that all clients promotional requirements can be met and fulfilled.
- Testing of new products and solutions, identifying and highlighting technical issues and raising tickets using the company's ticketing system to ensure all items are resolved and communicating the status of this process to clients where necessary.

- Ensure all client's betting platforms and processes meet our regulatory requirements under the terms of our Gambling Commission licence.
- Monitoring of payments in and out, setting up and maintaining processes for highlighting and identifying any elements of risk, money laundering and fraud.
- Assist the Head of Business Development in actively demonstrating the company's back office tools and platform to potential clients.
- Carry out training and generate training materials based on the company's back office tools and platform to new and existing clients.

What we're looking for:

- Understanding of betting and a passion for sport.
- Previous experience of managing a Customer Services team, preferably within the online gambling/gaming industry.
- Excellent written and verbal communicator with the ability to explain complex items in detail.
- Thorough troubleshooting skills.
- A willingness and enthusiasm to own any issue that comes your way.
- Detailed level of numeracy.
- Flexibility to work evening and weekend to meet the needs of the business and its clients.

Extra marks if you have:

- Knowledge of Gambling Commission legislation and ISO 27001:2013 standards.
- Experience of writing/using SQL queries.
- Previous experience of working in a similar environment within the betting industry.