

Customer Service Executive – 2nd Line Support

Hours: Full Time, 37.5 hours

Contract: Permanent

Location: London/Remote (hybrid working)

About the company

FSB is one of the leading platform providers in the Sports Betting and iGaming sector. With an ever-increasing client base spanning across various countries and continents, you'll be joining us at an exciting time as our company grows and our journey accelerates rapidly in continuing to achieve great success. Will you be the next member of Team FSB? Develop your dream role and bet on us!

About the role:

The Customer Services department is the first point of contact for all our client's customer base. This is a wide ranging and varied role where communication with all areas of the business is essential. At the forefront of the company operations the role will be responsible for maintaining and developing the high standards of customer service.

The role will provide first class customer service in terms of response times to emails/queries, resolution of client enquiries in line with the department's Service Level Agreements and the management of our clients' promotional offers and awards.

To work closely with other departments to ensure that the best levels of services are offered at all times to our clients and their customers.

To cover direct customer communications as well as answer partner queries of a technical nature.

Responsibilities:

- Provide support and liaise with all relevant departments to assist in resolving technical queries.
- Resolve customer queries by email (e.g. deposit/withdrawal issues; market and rule explanation; updating client details; password resetting & online support; awarding free bets and resolution of any other issues).
- Ensure all of our clients' promotional offers are managed and accurately fulfilled.
- Processing withdrawals for customers.
- Inform clients of errors/adjustments by trading desk.
- Liaise with other departments (e.g. Trading, Marketing, Technology) to ensure issues are resolved.
- Ensuring age verification/'Know Your Customer' processes all run according to Gambling Commission procedures.

- Provide administrative support for the Sales and Marketing team in promotional and sales campaigns (as and when required).
- Understand and resolve clients' IT and technical issues promptly avoiding the need to escalate the problem to our IT department.
- Assist settlements and quality control of market settlements.
- Assist with any other reasonable tasks within the context of the role/team/department, as specified by the line or authorised manager

Requirements:

Essential (must have) – Technical knowledge, skills and experience

- Educational qualifications at A level/ Degree including GCSE A-C grades in English and Maths.
- A good understanding of sports/casino betting practices.
- Excellent communicator with the ability to explain things clearly and concise (in all situations).
- Excellent Customer Service Skills
- Good level of numeracy.

Essential (must have) – Personal traits

- Willingness to be a team player and collaborator.
- Excellent attention to detail.
- Being calm under pressure.
- Committed and flexible approach to work by willing to work evening and weekend shifts on a regular basis.
- Somebody that is able to 'think outside the box'

Desirable (nice to have):

- A passion for sport.
- Previous call centre/customer service experience, ideally within the gambling industry.
- Experience of using SQL queries.
- Knowledge of a Service Desk Plus, or similar CRM tool.
- Previous experience of working in a similar environment within the gambling industry.
- Previous experience of Casino Game Provider Back Offices
- Further educational qualifications - A Level or above.

We would be keen to see if your talent matches our requirements. Please submit your interest via our website: <https://fsbtech.com/careers/>

Disclaimer: Please note that FSB currently does not have a licence to sponsor anyone who does not have the right to work in the UK.