

German Speaking Customer Support Agent

Vita Media Group is a Danish company operating in the field of the iGaming industry and deals with affiliate marketing, management, and software development for retaining users within the iGaming industry.

We are looking for a positive, confident and enthusiastic Customer Support Agent with the desire to help, guide and assist our customers with their account queries..

Working within our energetic and multicultural work environment, this role presents you with a variety of topics including, payments, verification and general account queries. You will assist our customers via Live Chat, email and telephone and play a fundamental part in their experience.

Responsibilities:

- Providing a positive customer experience and first-time resolution when assisting customers with queries and complaints.
- Liaising with internal departments in English in order to resolve our customers' queries.
- Responding to customer queries in a timely manner via Live Chat, email and telephone.
- Using internal tools to assist and take ownership of your customer query.
- Investigating issues thoroughly and escalating queries where necessary.
- Maintaining knowledge of policies, procedures and licensing requirements.
- Promoting safer gambling.

Qualifications :

- Fluent in verbal and written communication in the German language.
- Good verbal and written communication skills in English.
- Passion for delivering exceptional Customer Service.
- Ability to multi-task and prioritize.
- Effective problem-solving.
- Competent computer literacy skills.
- Experience in a customer-facing role is preferred but not essential.
- BA/BS Degree in Marketing or relevant field preferred;

Perks :

- Great office in Park Residence, an easily accessible location with free parking;
- Local gym and restaurants discount;
- Various events, team buildings;
- Free coffee and drinks in the office;
- Private health insurance;
- Lunch package with partial company coverage;
- Friday Bar.

You can find more about us here: www.vitamediagroup.com

Apply at: career_mk@vitamediagroup.com