**Customer care representative Vacancy**

If you have what it takes, to work in the Gaming/Betting Industry, this is a brilliant opportunity for you.

**REQUIREMENTS**

* A university degree from a reputable university.
* Atleast one year of experience in Customer Service in a busy organization.

**PERSONAL ATTRIBUTES**

* A self starter, Responsive, Problem solving skills, Eager to learn, Pro-active
* Be sociable and able to influence people.
* High level of integrity, honesty and professionalism
* Be customer centric and demonstrate strong commitment to customer service
* Possess excellent interpersonal and communication skills.
* Ability to work under pressure and deal with challenging situations as events warrant, in a sensitive and creative manner.
* Be results oriented and meet strict deadlines with minimum supervision
* Team player and have supervisory skills
* Flexible  and resourceful at problem solving

**SKILLS**

* Competency in computer applications
* Understand betting and be ready to learn more on betting
* Proficiency in both written and spoken English
* Be tech savvy  (You will be required to manage the Company’s social media platforms)

**RESPONSIBILITIES**

* Handling customer queries by phone, email and on social media platforms
* You will be responsible for recording all customer queries in the Customer Relationship Management system
* Troubleshoot bet related issues and keeping all affected parties informed of status and progress
* Will be required to fully understand the online betting system
* Teaching customers and potential clients how betting works and how to place them online and through SMS
* Carry out Marketing, research activities when required

Send your updated CV to hr@alubet.com

**ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED**