



Job Title: VIP Manager

Location: Sofia, Bulgaria

Type: Full Time

Company Background

GAN is an award winning global supplier of industry leading casino content, fast flexible gaming systems and turnkey social gaming. The company was founded in 2002 with the aim of capturing the emerging online skill-games market. Having led the market in backgammon and regional skill games in Italy and Spain, we broadened our product portfolio to offer a full gaming software system as well as becoming a leading developer of online casino games. GAN's flagship clients are market leading casino operations and best-in-class content development houses. GAN's Simulated Gaming social casino partners include WinStar World Casino, Turning Stone Online Casino, Twin River, Maryland Live! Station Casinos, JACK Entertainment Social Gaming, The Lady Luck Interactive, The Borgata Hotel Casino & Spa, San Manuel Indian Bingo and Casino, Empire City Casino, and Parx Casino. The company has strategically positioned itself in the US as a pioneer in this emerging regulated market. In New Jersey, we have partnered with Betfair to provide a real-money online gaming site since November 2013. We've also launched an Ocean Resort Casino in July 2018.

The Role

The VIP Manager will be responsible for the planning and implementation of the VIP Management & strategy and Loyalty Schemes for our e-gaming brand.

The successful candidate will be self-motivated, highly analytical, hungry for success with good social skills and excellent English (written and spoken) who has a passion for the e-gaming industry and aims to deliver a great customer experience, ensuring that VIP customers get a first-class experience at all times, improving the overall customer retention and maximizing the players' life time value.

Responsibilities

- Managing a client base of high value players across all contact channels (emails and phone calls)
- Working closely with the CRM and Customer Service teams
- Ensure VIP players enjoy a positive experience in an entertaining and welcoming environment
- Promoting games, upselling existing promotions and creating bespoke ones if necessary
- Exploring and understanding VIP customers' needs ensuring the development of long-term relationships
- Creating a tracking system to guarantee superior customer service for VIP players at all times, during working hours and reviewing out of hours' contacts
- Initiating Customer Interactions to assess each player and making sure they are aware of their activity on our network and eventually informing them about our self-managing tools

Desirable Skills and Experience

- Experience in account management or customer service in a e-gaming environment
- Confidence to interact with customers through a variety of communication methods including calls and email
- Ability to multi-task and work independently
- High attention to details and analytical skills
- Highly numerate
- Good spoken and written English
- A good knowledge of compliance regulations for UK and AGCC license requirements, particularly surrounding responsible gambling