



**Job title:** Customer Service Representative with English  
**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 utilises the latest server technologies including Microsoft SQL Server Enterprise and Apache TomEE, deployed in high-availability configurations for 24/7 operations around the world. Our global presence is extensive: as well as offices in the UK (London) and in the US (California, Nevada and New Jersey) also operate from other global locations including Sofia and Tel Aviv. We pride ourselves on the many industry awards we have picked up along the way – latterly for eGaming Review’s ‘Casino Software Supplier of the Year’ award and Casino Platform of the Year at the North America EGR awards.

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 and Ocean Casino Resort to provide real-money online gaming sites. In unregulated US states, we have developed an innovative, free-to-play casino to land-based casino operators seeking to monetise their large databases online.

GAN listed on the London Stock Exchange in November 2013, giving us a solid foundation from which to exploit the emerging opportunities within both real money and simulated gaming. GAN is licensed and regulated in the UK, Europe and USA and works closely with regulatory authorities, government agencies and independent certification laboratories to ensure fairness and compliance with all applicable laws and regulations.

### **Overview of the Role**

The successful candidate will work within the Customer Service team. This will involve working with customer service colleagues, team managers and GAN casino clients to provide the highest level of customer service to casino patrons at GAN partners. Successful candidates are expected to show initiative, dedication and willingness to take advice and direction. Successful candidates must also be able to maintain excellent communication, both with internal GAN teams and external casino patrons. The customer service team works closely with GAN Account Managers to maintain the relationships between GAN casino clients and the company.

### **Duties & key areas of responsibilities**

- Provide excellent customer service over the phone, live chat, and video live chat and via email.
- Respond to B2B issues and questions relating to the services we offer.
- Monitor fraud across B2C and B2B operations on a daily basis.
- Liaise with technology departments both in house and third party, on technical issues relating to customers and products.
- Monitor website availability and functionality, alerting the necessary parties when performance or accessibility is affected in any way.
- Assist in processing deposits and withdrawals for our customers.
- Participate in the testing of new products and services.

### **Key Qualifications, Experience and Attributes**



**The ideal candidate must be enthusiastic about their job. They must also have the following qualities:**

- An understanding and experience in MS Office.
- Excellent English written and verbal communication skills are required.
- Friendly and patient manner for handling awkward customers.
- The candidate must be detail oriented as this role requires managing many simultaneous tasks in a day.
- Previous experience in a gaming/gambling role would be advantageous.
- Previous experience in dealing with customer fraud would
- Self-motivated, with ability to motivate others.
- Ability to think on your feet, multitask and use your own initiative.
- Able to spot opportunities to promote additional services.

### **Working Hours**

We operate on a 24/7 shift basis, including weekends and public holidays. Customer service representatives usually work no more than two weekends a month however applicants should be aware that additional weekend cover may be required occasionally.

BG Early: 07 - 16

BG Middle: 14 - 23

BG Night: 23 - 07 (working from home overnight)

Extra payment for public holidays and the night shift hours.

### **What we offer in exchange**

- An opportunity to work in a multinational established company
- Competitive salary
- 25 Days Annual Leave
- Private Healthcare Package
- Sports Card (access to more than 120 sports centres in Sofia)
- Gift vouchers