

**LAS CASAS GAMING INC.**

7th Floor, Victoria Sports Tower EDSA, Kamuning Brgy, South Triangle, Quezon City

JOB DESCRIPTION

POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE

REPORTING RELATIONSHIPS

ACCOUNTABLE TO: LAS CASAS GAMING INC.

REPORTS TO: CSR HEAD / MARIA CELERINA GALLARDO III

ROLE OVERVIEW:

The Customer Service Representative is responsible for attending to clients, customers queries, and complaints as well as monitoring and scheduling of matches. The representative will be asked to process, modify, and verify customers' accounts and should possess exceptional attention to detail.

KEY RESPONSIBILITIES:

1. Responding to queries and providing assistance for questions and problems
2. Running reports to analyze common complaints and problems
3. Communicating with customer through various channels
4. Knowing the basic processes of the company
5. Exhibit high levels of customer service to ensure smooth operations
6. Communicating and coordinating with colleagues as necessary
7. Match Scheduling: check matches whether postponed, cancelled or rescheduled
8. Match Monitoring: checking of declared scores from portal and website
9. Validate player's information, verifying received ID's and other required documents
10. Utilize online support tools to research data, maintain accurate notes and track processes
11. Maintaining confidential information inside company premises
12. Monitor and evaluate portals analytics dashboards and reports
13. Records transactions with the coordination with other departments
14. Maintains accurate and complete records concerning client's requests
15. Reviewing system and/or documentation to better understand common problems
16. Other job duties and projects as assigned

QUALIFICATIONS & SKILLS:

- Bachelor's Degree in Information Technology or any related course
- Customer Service experience is a plus
- Must be tech-savvy and up to date with current technologies
- Clear communication skills both oral and written
- Ability to manage changing priorities and working in a multi-cultural, fast paced environment
- Communicates problems and concerns with supervisor/manager which may lead to inaccurate or untimely completion of reimbursement processing
- Comfortable multitasking with phone and use of multiple computer programs
- Knowledgeable with other aspects of online sports
- Experience working with e-gaming websites
- Knowledge with Microsoft Office (MS Excel, Word, PowerPoint)
- Proficient with website and tool navigation
- Critical Thinking
- Speaking and Writing ability
- Technical Skills
- Strong analytical thinking and problem-solving skills
- Willing to work on a shifting schedule including weekends
- Amenable to work 6 days in a week

Prepared by:

Approved by:

STEPHANIE JANE GUIAS

MARIA LORELIE URCIA

LEGAL, HR & ADMIN ASSISTANT

President

Reviewed by:

Received by:

MARIA CELERINA GALLARDO III

Vice President for Operations
(Signature over Printed Name / Date)

Employee