
JOB DESCRIPTION

POSITION TITLE: CUSTOMER SERVICE REPRESENTATIVE HEAD

REPORTING RELATIONSHIPS

ACCOUNTABLE TO: LAS CASAS GAMING INC.

REPORTS TO: MARIA CELERINA GALLARDO III

ROLE OVERVIEW:

We are seeking a dynamic and experienced Head of Customer Service to lead our customer service team in the gaming industry. The ideal candidate will have a passion for gaming, a deep understanding of customer service excellence, and the ability to drive a team towards achieving high performance and customer satisfaction. This role involves overseeing all aspects of customer service operations, ensuring efficient and effective support for our players, and continuously improving the customer experience.

KEY RESPONSIBILITIES:

1. Leadership and Team Management

- Lead, mentor, and develop a high-performing customer service team.
- Set clear team goals and performance expectations.
- Conduct regular performance evaluations and provide constructive feedback.
- Foster a positive and collaborative team environment.

2. Customer Service Strategy

- Develop and implement customer service policies, procedures, and standards.
- Create and execute strategies to enhance the customer experience and improve service levels.
- Monitor industry trends and adopt best practices to keep the service team up-to-date.

3. Operational Management

- Oversee daily operations of the customer service department.
- Ensure all customer inquiries and issues are resolved promptly and effectively.
- Manage staffing levels to ensure adequate coverage and timely responses.
- Utilize CRM and other tools to track and analyze customer interactions and feedback.

4. Quality Assurance

- Establish and maintain quality assurance processes to ensure service excellence.
- Conduct regular audits and reviews of customer service interactions.
- Implement training programs to continuously improve team skills and knowledge.

5. Performance Monitoring and Reporting

- Develop and track key performance indicators (KPIs) to measure the success of the customer service team.
- Prepare regular reports on customer service performance and present findings to senior management.
- Use data and insights to identify areas for improvement and drive initiatives to enhance service quality.

6. Customer Feedback and Improvement

- Collect and analyze customer feedback to understand pain points and areas for improvement.
- Work closely with product and development teams to relay customer feedback and influence game improvements.
- Implement processes to ensure customer feedback is effectively addressed and resolved.

7. Crisis Management

- Handle escalated customer issues and complaints in a professional and timely manner.
- Develop and implement strategies for managing crises and high-stress situations.

8. Community Engagement

- Engage with the gaming community to build strong relationships and foster a positive brand image.
- Participate in community forums, social media, and events to understand customer needs and concerns.

QUALIFICATIONS AND SKILLS:

- Bachelor's degree in Business Administration, Management, or a related field.
- Minimum of 5 years of experience in a customer service leadership role, preferably within the gaming industry.
- Proven track record of managing and developing high-performing teams.
- Strong understanding of customer service principles, practices, and tools.
- Excellent communication, problem-solving, and organizational skills.
- Passion for gaming and a deep understanding of the gaming community.
- Ability to work in a fast-paced, dynamic environment and handle high-stress situations.

Prepared by:**Approved by:**

STEPHANIE JANE GUIAS

LEO A. BARROSA

Legal, HR & Admin Assistant

President

Reviewed by:**Received by:**

MARIA CELERINA GALLARDO III

Vice President - Operations

Employee