



playTSOGO®

GET IN ON THE GAME!

C78: CALL CENTRE TEAM LEADER

(playTSOGO)

playTSOGO welcomes job applications from passionate and hard-working team players who want to be part of our ever growing playTSOGO family. We value our employees and provide them with the means to grow within the company, opening many doors in the process. If this is an offer that excites you, send in your application and you could be the newest addition to our family.

Our successful Call Centre Team Leaders ...

- implement effective **supervision**, ensuring the **optimal functioning** of the call centre so that guests' expectations are exceeded
- establish positive and effective **interdepartmental communications**
- effectively manage the call centre's **administration** including reports, generation of action plans, updating the information system, and producing minutes of meetings
- ensure adherence to **call centre systems** so that **records** and **data** have value
- provide relevant **analyses of management reports**
- manage the call centre's delivery of **excellent customer service**, and proactively derive ways to **reduce complaints**
- work as part of a team or individually to deliver high **quality standards**.

If you have these **qualifications**, join our team: computer literacy (MS Office, Zendesk and 3CX); good numeracy, verbal and written English skills (NQF 4); minimum one years' experience in an Igaming environment.

CLOSING DATE: 12 December 2023

To apply, your written application must include:

- CV (maximum 4 pages)
- contactable references (with telephone numbers)
- covering letter with three reasons why you're our top candidate for the job!

For info or to apply, email: GamingRecruitment@tsogosun.com

Only successful applicants will be contacted