



play**TSOGO**  
ONLINE BETTING

playTSOGO is licensed online betting operator regulated by the Western Cape Gambling and Racing Board and supports the National Responsible Gambling Program. Winners know when to stop. No persons under the age of 18 are permitted to gamble. National Responsible Gambling Programme toll-free counselling line 0800 006 008 or WhatsApp HELP to 076 675 0710

# Call Centre Agent

## playTSOGO

**playTSOGO** is the Online Betting and Gaming addition to the Tsogo Sun family. We have a very exciting opportunity for experienced customer service professionals. Your success in the role is important to us and as such we will provide the appropriate training to get you started in the Call Centre. If you feel you have what it takes to be a part of our team, then send in your application to us.

### Our successful Call Centre Agent will...

- Provide support to customers via Live Chat and Emails
- Guide customers through the online site and assist them in using the various services and products offered
- Drive brand loyalty through a personalised customer experience
- Correctly escalate issues to internal teams
- Delivers prepared scripts to welcome new customers and explains promotions and requirements of on-boarding process to customers
- Liaises with other departments (e.g., marketing; finance) to ensure customer queries are resolved
- Easily navigate through multiple systems and websites
- Adhere to KPI structure
- Multi Skilled agent with outbound and inbound experience
- Ensuring that clients' needs and requirements are understood, interpreted and communicated accurately and that their expectations are managed at all times.
- Building a strong, in-depth product knowledge of our products
- Customer focus and adaptability to different personality types

If you have these **qualifications**, join our team: Grade 12 or equivalent qualification. Customer Service experience in a Casino or iGaming environment is advantageous.

**To apply**, your written application must include:

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

**To apply**, click the below link:

<https://app.smartsheet.com/b/form/4bdb13c26e1343a888a8c072fd78ecd8>

**Only Successful Candidates will be contacted.**

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