



# 1st Level Support Manager (m/f)

## We are Whow Games

Right in the heart of downtown Hamburg City, there's a wonderful job waiting just for you - and it's full of that start-up feeling! Together with over 80 colleagues, you'll be working on bringing the glamor and entertainment of Las Vegas straight to Europe – with our successful social casino at Jackpot.de. From slot machines to table games, our players can experience the entire range of entertainment from the largest casinos in the world - free of charge - right on their mobile phones, tablets or PCs.

## Who are we looking for?

To strengthen our support team, we are looking for an experienced **1st Level Support Manager (m/f)**. Do you have fun taking care of the concerns and problems of our players and to accompany them on their way to a solution? Then we are looking for you for our Hamburg Game Factory! Full time and preferably ASAP.

## Your area of responsibility:

- You are in direct contact with our players
- You help our players to solve their problems or come up with solutions for them and / or the product team
- You keep a good overview of the incoming topics, in order to counteract the most frequent requests fast and effectively

## What you bring to the table:

- You are very good with people and even difficult personalities are not a problem for you
- You have excellent knowledge of German & English (verbal & written); other languages (French/Russian/Spanish/Polish) are desirable
- You have several years of experience in customer support and know exactly how to respond in each situation
- You are helpful, friendly and accommodating
- Constantly fielding new questions is no problem for you and you always find a solution
- You have very good rhetorical skills
- A team-oriented, autonomous and structured way of working completes your profile
- You are flexible in terms of working hours and have no problem working independently from home

## In addition to team spirit and exciting tasks, this is what you can expect to find at Whow Games:

- You'll profit from a professional circle of colleagues with multi-year experience in the industry
- Dynamic environment with flat hierarchies and quick decision making
- Flexible work times and home office options
- Personal yearly further education possibilities
- Regular company events
- Fruit, drinks, and meal perks
- Subsidized HVV Profi Ticket for travel with public transportation

We are looking forward receiving your application!

[jobs@whow.net](mailto:jobs@whow.net)