



VIP Manager (m/f)

We are Whow Games

In the heart of Hamburg City, your new job is waiting for you - including startup feeling. Together with 50 colleagues, you work to bring the glamour and entertainment of Las Vegas to Europe - with our successful Social Casino on Jackpot.de. From slot machines to table games, our players can experience the entire entertainment experience of the largest casinos in the world for free on their smartphone, tablet or PC.

Who are we looking for?

To strengthen our VIP team, we are looking for an experienced **VIP Manager (m/f)**. Do you love to take care of the concerns and problems of the best players and to accompany them on their way to a solution? Do you also have the ability to build a good relationship with them? Then we are looking for you for our Hamburg Game Factory! Full time and preferably ASAP.

Your responsibilities:

- You are in direct contact with our VIP players and build good relations with them
- You help our VIP players to solve their problems or come up with solutions for them and / or the product team
- You create, along with us, great events for the VIP players and guide their implementation

What you bring:

- You are very good with people and even difficult personalities are no problem for you
- Your spoken and written German and English is very good
- 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

In addition to start-up flair and exciting tasks, we offer:

- Dynamic environment with flat hierarchies and quick decisions
- Flexible working hours and home office
- Regular company events
- Fruit, drinks and meal allowances
- Contribution to the HVV Profi Card

Interessiert? Dann freuen wir uns auf deine Bewerbung! Bitte sende deine Unterlagen an:

jobs@whow.net