



## 1st Level Support 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 **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 responsibilities:

- 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:

- 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 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:

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