**Customer Service Team Lead - German Team**

**About The Role**

Entain is one of the world’s largest sports betting and gaming groups, operating both online and in the retail sector. With offices across five continents and licenses in more than 20 countries, we operate some of the most well-known and iconic brands in the industry with more than 250 years of combined history – names such as Ladbrokes, partypoker, bwin and Coral.

**Role Purpose:**

Manages a Customer Service agents’ team to provide prompt, relevant and accurate information to the customers within the agreed timeframes. Approaches the expectations and needs of the business, customers, and employees in a structured way. Continuously looks for opportunities to improve efficiency and effectiveness in order to deliver exceptional customer experience.

**Key responsibilities**

**People Management**

*To lead, motivate and empower agents through effective and open communication and excellent leadership, to maximize their contribution towards business results, and employee satisfaction.*

* Understands and explains results and follows up with actions
* Gives instructions to complete tasks and explains why
* Provides feedback on results and task completion
* Provides encouragement and recognition for outstanding performance
* Is open to employees’ concerns, suggestions, and feedback
* Gives development opportunities
* Acts as a role model and sets a good example

**Performance management**

*To manage the quality and quantity of produced work of agents and seek feedback from external and internal customers. To provide high quality support to subordinates that enables sufficient improvements in performance*

* Conducts monthly 121 meetings with the agents, provides the feedback, discusses agent’s performance and development areas
* Provides deep dives on performance of team members and acts accordingly
* Delivers monthly team meetings to discuss the team performance, the future opportunities and strategic plans, important updates for the team and CS department
* Conveys the message clearly, correctly and comprehensively
* Works in co-operation with shift leaders, management, and the CS Analyst to advise about the most efficient and effective way how to lead people towards our quality and productivity goals
* Is decisive and action-oriented

**Coaching**

*To build valuable skills and knowledge that agents can use to advance in their careers*

* Gives others the opportunity to put forward and elaborate ideas
* Provides open and constructive feedback
* Stimulates others to find own solutions to overcome problems
* Shares interesting, educational experiences
* Encourages others to learn from mistakes and failures
* Enables others to develop by delegating tasks and responsibilities to them that slightly exceed their limitations

**Projects, Initiatives, Improvements**

*To participate in Customer Service-related projects on a business unit level, through the provision of high-quality data and information, to assist in informed project decision-making.*

* Continuously looks for opportunities to improve efficiency and effectiveness
* Participates on projects and initiatives to look for ways to make company better long-term
* Investigates and takes action to meet customers' current and future needs. Demonstrates boldness and courage to try new approaches.
* Cooperates with other departments to ensure consistency within all departments

**Customer Experience**

*At anytime and anywhere to perform the activities and display the behaviors that are designed to deliver a distinctive Customer Experience. Provide consistent delivery of quality service to all customer segments*

**Qualifications and Educational Requirements**

**Essential**

* Higher education degree
* English language – advanced
* German language – advantage
* MS Office
* Flexibility and shift work is required

**Preferred Experience and Knowledge**

* A team leader experience in the contact service environment is a preferable advantage
* An online gaming experience is a plus

**Required Behavioural Competencies**

FUNCTIONAL COMPETENCIES

**Assertiveness**

**Empathy**

**Planning & Organizing**

**Decision Making**

FIXED COMPETENCIES

**Teamwork**

**Continuous Improvement**