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| Job title: *Trading Escalations Operator* | Location: *Sofia, Bulgaria* |
| Function: *Trading*  Reports to: *Trading Escalations Manager* | No. of direct reports: *none*  No. of non-direct reports: *none* |
| Budgetary responsibility: | NGR/P&L: |
| Purpose of role | |
| We’re Entain. Our vision is to be the world leader in sports betting and gaming entertainment by creating the most exciting and trusted experience for our customers, revolutionising the gambling space as we go. We're home to a global family of more than 25 well-known brands, and with a focus on sustainability and growth, we will transform our sector for our players, for ourselves and for the good of entertainment.  *We have an excellent opportunity for a detail oriented and achievement driven person to join one of our teams as****Trading Escalation Operator****. The position calls for a responsible team player with an interest in sport disciplines and some understanding of rules and current events. Applicants must have a high degree of personal commitment, initiative and willingness to learn with unrestricted flexibility when it comes to working shifts.* | |
| Key responsibilities | |
| * *Adjusting customers bets/accounts when an error has been confirmed. This can include resettlements, palps and/or bet cancellations.* * *Carrying out investigations in order to find the root of the problem that caused the error* * *Ensuring all escalations are carried out consistently and fairly, with a focus on improving the customer experience.* * *Ensuring international regulations are followed when carrying out escalations* * *Logging and documenting all errors, highlighting common issues and overall cost/impact to the appropriate individuals/teams.* * *Ensuring all customer facing functions are made aware of escalations and gestures of goodwill, thus enhancing the customer experience.* * *Providing concise follow up information for all high staking errors to Heads of all relevant Trading teams* * *Identify patterns and trends on escalations and feed back this information in order to drive improvement across the Trading Floor* | |
| Specialist skills and experience | |
| * *Excellent English language skills;* * *18 months working in a Data environment.* * *Excellent sports knowledge* * *Awareness/Grasp of Data/Production.* * *Solid ability in escalating issues in a concise and quick manner.* * *MS Office skills;* * *Good typing skills and accuracy;* * *Flexibility is essential for the role, as are expected to be able to move between different tasks and different tools;* * *Be able to prioritise under pressure in accordance with the business needs.* * *Attention to detail;* * *Ability to work on shifts including night shifts;* | |
| Competencies / behaviours | |
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| Diversity and equal opportunities:  As a global employer, Entain is committed to providing a safe, fun, and inclusive culture where our people feel like they truly belong.  We are a multicultural business that values, celebrates and respects individual differences, so whatever your sexuality, gender, gender identity, ability, age, race, religion or belief, you will have a voice here, and the space to do your best work.  Our diverse internal networks provide the support for you to express your views and make a positive difference, all for the good of entertainment. | |