

Customer Complaints Specialist

Purpose:

This role will deal with all formal customer complaints with a focus on customer retention. The Customer Complaints Specialist will track and keep a record of all complaints and their outcomes and, when necessary, provide a report to the relevant regulatory authority and/or land-based partner.

The Customer Complaints Specialist will be responsible for monitoring and reviewing the complaints process by ensuring that it is efficient and customer-friendly and meets regulatory requirements.

This role will provide business insights derived from complaints and liaise with the relevant stakeholders.

Duties include, but not limited to:

Complaints;

- Responding to customer complaints that have been initiated through the internal complaints process.
- Ensure that all customer complaints are attended to within the specified regulatory timeframe and in the best way possible to provide a positive customer experience.
- Manage the customers' expectations by explaining the complaint handling process and the timeframes for dealing with the complaint, and when they might expect a response.
- Act without bias, reach conclusions, and form views based on the facts of the case, taking into account the context of the situation and the resultant impact on the customer.
- Investigate complaints and draft written replies to customers.
- Maintain a risk register highlighting to the Operations Manager and Operational Compliance risks emanating from the customer complaints.
- Ensure that responses to customer complaints are drafted in terms of the company policies and procedures relating to customer complaints.
- Continuously review and adapt the complaints process to ensure efficiency and regulatory requirements are kept.
- Requesting and recording actions made on customer accounts due to customer complaint outcome.
- Liaise as required with staff from other departments or third-party providers to gain information, to resolve customer complaints.
- Confidently communicate with regulators on outcomes of complaints and providing a details breakdown of the complaints.

Reporting;

- Send weekly and monthly reports to relevant stakeholders based on data from complaints.
- Establish a complaints data warehouse where all responses and outcomes of complaints are recorded.
- Highlight trends in complaints based on service, processes, and product.

This job description is not intended to be an exhaustive list of responsibilities. The job holder may be required to complete any other reasonable duties in order to achieve business objectives.



DIGITAL GAMING CORPORATION

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Essential Criteria:

- Bachelor's degree (or equivalent experience)
- A minimum of 2 years of combined experience in complaint management
- Ability to manage priorities and workflow in a rapidly changing environment
- Ability to handle confidential information in a professional manner
- Fluent English communicator
- Employee must be able to qualify for licenses and permits required by federal, state and or local regulations

Knowledge, Skills & Abilities:

- Excellent organizational, problem-solving, and analytical skills
- Excellent communications, documentation and time management skills required
- Extremely high attention to detail
- Excellent written communication
- Experienced in working within a regulated environment
- Knowledge of Microsoft applications, including Word, Excel, etc.
- Ability to make sound business judgments
- Excellent interpersonal skills and ability to work with a variety of people

Physical Demands:

While performing the duties of this job, the employee is:

- Regularly required to talk or hear.
- Required to sit for long periods and reach with hands and arms.
- Occasionally required to stand; walk.
- Occasionally required lifting up to 25 pounds.

How to Apply:

All applications need to be submitted via email to Melinda.Tarbock@digitalgamingcorp.com

Please ensure you have attached an updated copy of your CV and a motivation letter supporting your application.

- *Note this role is based in Las Vegas, Nevada*