

## Customer Support Quality Coach

### Purpose:

The Customer Support Quality Coach has the primary function of maintaining quality standards in the Customer Service environment through retrospective contact moderation, coaching, and providing constructive feedback.

This role will be responsible for reporting on service trends and providing feedback to the Operations Team and Training Team.

This role will be required to work within general methods and procedures and exercise independent judgment to adapt and apply the guidelines to specific situations.

### Duties include, but not limited to:

Moderation;

- Review and assess contacts completed by Customer Support Agents.
- Provide feedback and coaching to Customer Support Agents/Managed Services.
- Maintain an up to date feedback schedule.
- Prepare feedback reports to be given to Operational Team for review.
- Identify service trends and highlight gaps to Managed Services and DGC Operational Team.
- Create and maintain a contact review score that is measurable per Customer Support Agent.
- Record results in the relevant database.

Calibration;

- Provide feedback and collaborate with Service Managers, Service Leads, Operations Managers, and Managed Services on the quality of service provided by Customer Support Agents.
- Build positive relationships with your team members. Communicate regularly and effectively.
- Record all breaches in processes and regulatory requirements to the relevant Team/Manager.

Gap Analysis & Training;

- Review disputed assessments and provide feedback.
- Ensure any updates are communicated to Service Coaches and Management.
- Attend Coach, Host and Department meetings.
- Identify agent training requirements from trends found.
- Document success of Adhoc Training and feedback.
- Keep records of all moderations and live feedback given.
- Identify case-studies for training purposes.

*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.*



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## Essential Criteria:

- Bachelor's degree (or equivalent experience) previous customer service and/or technical support experience
- 2+ years' experience in an online operation or product support environment
- Proven ability to effectively communicate, provide feedback and report on statistics
- Good knowledge of the principals of customer service
- Self-driven and able to multitask with the ability to deliver results with minimal supervision
- Fluent English communicator
- Employee must be able to qualify for licenses and permits required by federal, state and or local regulations

## Knowledge, Skills & Abilities:

- Experience thriving in a fast-paced, growth-driven environment
- Experience building and maintaining relationships with a diverse set of stakeholders to get things done.
- High attention to detail
- Experience working independently with proven ability to take initiative
- Excellent written and verbal communication
- Strong technical writing skills
- Ability to provide constructive feedback

## 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 [humanresources@digitalgamingcorp.com](mailto:humanresources@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*