**Customer Success Manager (Gaming VIP Host)**

**Applicants must demonstrate fluent and articulate communication skills in English.**

As a Customer Success Manager, you will be responsible for delivering a premium support experience to our VIP players. You will build and maintain strong relationships with high-value customers, addressing their unique needs and ensuring their gaming experience is seamless and enjoyable.

**Main Responsibilities:**

* VIP Player Engagement: Proactively engage with VIP players to build and nurture relationships, understanding their preferences and providing personalized support.
* Issue Resolution: Handle and resolve escalated issues from VIP players, demonstrating a high level of problem-solving skills and attention to detail.
* Account Management: Manage VIP player accounts, ensuring accurate and up-to-date information and providing assistance with account-related matters.
* Exclusive Offers and Rewards: Collaborate with marketing and promotions teams to provide VIP players with exclusive offers, rewards, and personalized gaming experiences.
* Feedback Collection: Gather feedback from VIP players to identify areas for improvement and communicate insights to the broader team.

**Requirements**

* Bachelor's degree in a relevant field or equivalent work experience.
* Applicants must demonstrate fluent and articulate communication skills in English
* Experience: Minimum 2 Years of experience in customer support, with a focus on VIP or high-value customer segments, preferably within the gaming industry.
* Customer-Centric: Passionate about providing exceptional service and understanding the unique needs and expectations of VIP players.
* Communication Skills: Excellent communication skills, both written and verbal, with the ability to engage effectively with VIP players.
* Problem-Solving: Strong analytical and problem-solving skills, with the ability to handle complex issues and provide innovative solutions for VIP players.
* Confidentiality: Ability to handle sensitive information with discretion and maintain the confidentiality of VIP player accounts.

**Benefits**

Exciting projects using cutting-edge technologies, Collaborative and supportive work environment

Competitive salary and bonuses, Fantastic company events

Opportunities for career development, growth and advancement

Group benefits including extended healthcare, dental care, vision care, and disability insurance

On-site leisure facilities, On-site parking, send resume to [Elena@futuretek.ca](mailto:Elena@futuretek.ca)