



## ***Customer Support Intern***

Category: Sales/service management

Job type: Internship

Duration: 3-6 months with possible extension

Location: Yerevan

Job description:

Do you love online games, or are you interested in sports events? Don't you mind to find ways to manage complicated conversations effectively? Then join our customer support team. Become a master of customer service, gain knowledge, share your skills with the team members, discover new possibilities with us!

Responsibilities

- Work independently with customers through online chat, phone call and e-mail to answer questions regarding services, games, bets and other products/services provided by the company
- Identify customers' needs and move them towards the appropriate action using your knowledge and experience
- Support to the company bet shop employees via incoming calls only
- Handle incoming calls related to the company and transfer to corresponding departments, if needed

Required qualifications

- A natural communicator
- Confident and can-do, with a natural ability to deliver an excellent customer service
- Proficient in Armenian, with good knowledge of Russian and English languages (written and verbal)
- With good knowledge of MS Office (Word, Excel) will be an asset
- Responsible
- Able to work under pressure