



Pinnacle operates a worldwide online gaming business which was founded in 1998. Since its establishment, Pinnacle has become one of the world's largest, licensed, online gaming companies. Pinnacle has clients in more than 100 countries and is expanding. To support our continued growth we are currently looking for a:

Customer Services Representative **Russian Speaker**

The candidate will handle customer communication on behalf of Pinnacle, researching and resolving customer issues, using available tools and interdepartmental support. Problem solving, administering the customer's account.

We are looking for a person who is a customer oriented, able to deal think critically and draw from experience to make decisions as well as organize and manage multiple priorities.

Candidate needs to be performance driven, a strong team player with excellent interpersonal and communication skills. Someone who can independently research solutions and solve problems.

The candidate would also need to have good computer skills and be fluent in English both written and verbal.

Minimum of 3 years in a position with relevant experience as well as knowledge of Sportsbook industry would be an asset

Workplace will be the company's headquarters in Curacao.

This position requires to work shifts, weekends and or holidays.

Main Duties & Responsibilities:

- Answer and support customer facing communication in required languages, and translate emails, website information and any other matter as requested.
- Interact with various department to resolve customer issues
- Use available tools and information resources to resolve problems
- Monitoring of customer activity, including assisting in the identification of fraudulent activity or abuse

Applicants can send a resume and cover letter in English outlining how they meet the specific requirements of the position to recruitment@pinnaclesports.com. We sincerely appreciate all applications; however, only candidates selected for an interview will be contacted.