



SportPesa Limited

1st Floor Peninsula House
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Dar es Salaam, Tanzania.

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www.sportpesa.co.tz

JOB DESCRIPTION

SportPesa Limited, is a renowned local company operating as part of the Global SportPesa brand, a leading brand in the industry of sports betting and online casino with operations in more than six (6) countries in Europe and Africa. SportPesa Limited is currently looking for a qualified and energetic Tanzanian to fill in the position of a customer service representative. Applications are thus invited from candidates who shall fulfill the following criteria.

Job Title: Customer service representative

Department: Customer Service

Reporting Line: Team leader

Duty Station: Dar Es Salaam

Industry: Sports Betting

Essential Function:

As a customer service representative, you will manage and address customer queries, ensuring they receive the support they need throughout their betting journey. Additionally, you will perform reporting and escalate customer issues to the team leader to enhance the overall customer experience. You will report to the team leader and collaborate with various supervisors to meet the needs of the customer service unit.

Key Duties and Responsibilities:

- Handling and replying to customer inquiries through live chats, phone calls, social media interaction with customers
- Maintaining customer relations.
- Providing feedback to Supervisor/ Head on customer's needs/feedbacks.
- Preparing and generating reports/relating customer's queries.
- Researching into customer's queries/concerns into the systems.
- Assist players with specifics about promotions, loyalty programs, and terms and conditions
- Escalate all necessary issues to management in a timely fashion

Make It Count



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- Perform payment approvals for small transactions while following processes to identify Fraud, and risk
- Other duties as necessary and/or assigned by supervisor.

Qualifications:

- Bachelor's degree in any field, Customer relation or a related field.

Desirable Qualifications:

- Experience with computers, browsers, and mobile devices
- Ability to search, find answers, and assist our players with a wide variety of issues
- Great written communication skills
- Self-motivated and very reliable
- Candidates with sports betting knowledge/knowledge of major sports are highly preferred
- Prior Customer Service experience in an office or call center setting is an added advantage
- Experience with sports betting technology is an added advantage

TO APPLY: Only applicants who will fit the above criteria need to apply. Send your application to: hr.tz@sportpesa.co.tz by the 19th of August 2024. Applications must consist of a cover letter outlining why you would be the best fit for such a position, your detailed CV and copy of academic credentials.

NB: Only shortlisted candidates will be contacted for an interview.

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