

Customer Service Representative - NJ



SuperBook is expanding and looking for great people to join our Customer Service staff based in New Jersey. Our online sportsbook has an opening that will take advantage of your casino and sports enthusiasm or customer service abilities while also providing a collaborative and fun place to work! We are looking for a full-time Customer Service Representative to cover the exciting growth we are experiencing and provide exceptional support to our Sportsbook users.

If you are looking to break into the sports betting, sports, or technology industry this is a great opportunity to get your foot in the door in an exploding industry. Recent college graduates with relevant internship experience with a passion for people and sports we encourage you to apply. We are looking for candidates that are excited by the opportunity to grow with us. This is initially a work from home role that potentially could switch to office based over time.

Responsibilities:

- Resolve issues and inquiries via email, chat, and phone, while exceeding expectations and delivering outstanding support to our growing community of avid sports fans.
- Follow policies and procedures while also thinking creatively and passionately in ways to which we can make every user interaction meaningful and provide the best gaming experience possible.
- Handle calls from fans and assist with volume during peak periods or when system problems arise.
- Operate in a team environment providing support in all areas and being agile in your day-to-day workflow.
- Other duties as assigned.

Requirements:

- 1+ years of experience in a customer-facing role or relevant internship experience.
- Bachelor's degree preferred but not required.
- Availability to work flexible hours that include nights and weekends.
- Knowledge and understanding of sportsbetting, casino, and professional sports industry preferred but not required.
- Curiosity of data gathering, analysis, and reporting.
- Experience or compliance knowledge a plus
- Ability to learn and adapt to changing software.



- Excellent oral and written communication skills with the ability to interact with customers quick and effectively.
- Empathy, curiosity, humility, and flexibility.
- Proven ability to problem-solve, multi-task and think creatively.
- Experience with utilizing help desk software, such as Zendesk a plus.
- Ability to work in a fast-paced working environment with a genuine passion for people.
- Computer skills: Microsoft Office Software including Outlook, Word, and Excel.
- Candidate must be able to pass required licensing as mandated by state gaming regulatory bodies.

