



Customer Service Director

Job Description

ZEN Entertainment, a leading developer of online social and casual free-play casino-styled games, is seeking a qualified, passionate self-starter who works well with people to further develop and manage ZEN's customer service department.

You will be a key contributor and integral part of the team by ensuring the level of customer service provided to ZEN's players is superior to our competition.

Key Tasks & Responsibilities

- Zealot representative of the player
- Integrate and develop further channels of communication for ZEN's customers to relay feedback and resolve customer service issues.
- Manage ZEN's customer service support team to ensure 24/7 coverage for all player communication.
- Collect, catalog, and relay feedback of ZEN's various products and games to the ZEN team.
- Continually monitor and analyze how official rules and policies of ZEN affect its players' level of satisfaction to implement changes when necessary.
- Coordinate and manage fulfillment of prizes won by ZEN players.
- Closely work with ZEN's partners and affiliates to assist and provide customer service for their game platforms and prize distribution.
- Manage ZEN's player database, including customer info, player data, subscription levels, etc.
- Collaborate with the ZEN marketing team to ensure that communications with players is consistent with ZEN's marketing and messaging.

Skills & Attributes

- Bachelor's degree or above.
- 3-5 years of online corporate customer service experience with proven track record.
- Experience in casual gaming and/or online casino style gaming a plus.
- An understanding of poker and casino-styled games – both online and offline. You can speak the language of our community members and prospects, and articulate their needs and wants within the organization.
- Exceptional written and verbal communication skills with acute attention to detail.
- Proven ability to participate in and influence cross-functional teams.
- Ability to interpret, analyze and act on customer data and analytics.
- Proven ability to advocate on behalf of your stakeholders, i.e. the players.



- Experience building, managing and motivating a CS team
- have experience with CS performance metrics: have a clear understanding of the headcount requirements for differing volumes of customer interaction, numbers of inbound tickets etc.
- Experience operating and configuring online ticketing systems, online text chat and live chat tools including defining rule sets, CS script writing and automation, for inbound call centers

To apply, please email jobs@zenentertainment.com and put the position for which you are applying in the subject line.