

## COMPANY IGT ANTILLES

### Customer Service Representative I

#### II. OVERALL OBJECTIVE & PURPOSE

Reporting to the Business Operations Supervisor, the Customer Service Representative will support the day-day-day functions of the Customer Service Department and The Caribbean Lottery Flagship Store. The Customer Service Representative will be an ambassador for the company and will be expected to lead by example, modelling IGT values and reinforcing the company's mission and vision for the attainment and alignment of business goals and objectives

#### III. PRINCIPAL DUTIES & RESPONSIBILITIES

- Ensures consistent, timely, successful delivery of department goals and KPIs, within deadlines and budgets and in strict compliance with business regulations, policies, processes
- Ensures the Lottery-managed store represents the model agent location, through proactive, consistent execution in keeping with industry best practices and stellar customer service
- Facilitates the sale of games and services (instore and at external company events/ sponsorships/ partnerships), focused on achieving identified sales targets
- Works closely with internal stakeholders to coordinate and execute game launches, promotions, events, activations, seasonal initiatives
- Maintains and updates branding, visibility and promotional material and collateral (instore and at external company events/ sponsorships/ partnerships)
- Champions the “Winner” experience at the Lottery-managed store, prize processing, disbursement, and sending weekly distributions of winners to Digital Marketing Specialist/Brand Manager.
- Troubleshoots and resolves customer complaints, queries, and issues, including but not limited to sales, reversals, prizes and winnings, agent payments, settlement issues etc
- Supports new retail agent prospecting, recruitment, and onboarding process
- Enables existing retail agent relationship management and retention process through escalated issue management, resolution, and support, including training, escalated issue/ query resolution, bad debt management and follow up
- Manages and redirects inbound calls; captures, delivers messages and follows up where applicable
- Ensures accurate and timely tracking, accounting, and reporting of activities within the department, including sales, cash logs, promotions, customer feedback, inventory (including float, instant tickets etc.)
- Conducts duties in full compliance with industry and business regulations, policies, and processes, escalating “red flags” to management as required
- Executes administrative functions as assigned and ensures department’s databases/ filing/ archiving systems are up-to-date and in compliance with business policy

- Periodically supports Agent Development Representatives (ADR) in servicing retail base
- Conducts basic troubleshooting and repairing of Lottery equipment. This may include swapping failed equipment, cleaning and/or basic repairs
- Champions IGT's "Customer First" philosophy, maintains a high level of confidentiality and demonstrates IGT's mission, vision, values
- Is an ambassador for our company, actively participating and supporting company activities, events, and employee volunteerism initiatives
- Enables an environment of professional, innovative, timely, efficient service levels across the business
- Performs any additional duties and responsibilities as assigned

#### IV. REQUIREMENTS

##### ACADEMIC BACKGROUND

- Diploma or Associates Degree, or equivalent experience

##### EXPERIENCE

- Two (2) years' experience in similar position and or responsibilities

##### ESSENTIAL REQUIREMENTS

- Moderate Computer Literacy skills, with experience in MS Office programs (including but not limited to Outlook, Word, Excel, Power Point)
- Fluent in English with strong verbal and written communication skills
- Highly professional attitude with a passion to deliver stellar customer service, even if performing under stressful circumstances
- Demonstrates a high level of integrity and maintains confidentiality of information acquired on the job
- Creative, out of the box thinker, with a keen eye for detail
- Highly organized, results- driven and self-motivated
- Willing to participate in company activities, events and employee volunteerism initiatives
- Flexible to work within a rostered schedule which may extend beyond standard business hours and days (including evenings, weekends, public holidays)