

Senior Support Operator

Sportradar - Gera

Job anzeigen


In order to guarantee an excellent service and quality for all our customers we are looking for a high motivated and reliable Support Operator within our exciting and fast-moving company.

If you think you're up to the challenge, come and help us to grow, innovate and develop!

The Challenge

- Consultancy and 1st Level support for international clients (B2B support)
- Issue solving on 1st Level support
- Escalation of internal/external technical issues
- Taking over support related projects and their independent processing
- Supervision of internal support processes and tasks Reporting

Your Profile

- An appropriate qualification (commercial qualifications, economics, business administration)
- High interest in and understanding of B2B client support and communication
- Very good English skills both written and oral (e.g.  - First Certificate of English Cambridge)
- Willingness to work in shifts
- High concentration ability
- High routine and pressure tolerance
- Good computer skills
- Technical support experience beneficial

Our Offer

- The opportunity to work and develop within an inspiring and fast growing company
- Collaboration with friendly colleagues from all over the world
- A highly motivated team

Sportradar

Sportradar is a global leader in understanding and leveraging the power of sports data and digital content for its clients around the world. We provide cutting-edge solutions and services to media companies, bookmakers, sports federations and state authorities.

We are a truly international business employing over 2,000 people in more than 30 locations around the world. Our rapid growth has been driven by technological innovation alongside an understanding of our clients' business needs. It is our commitment to excellent service, quality and reliability that makes us the trusted partner of more than 1,000 companies in over 100 countries.

We occupy a unique position at the intersection of the sports, media and betting industries. This creates an exciting and fast-moving working environment that rewards creative thinking and hard work. We are passionate about what we do, and we care passionately about our people.

If you think you're up to the challenge, come and help us to grow, innovate and develop!

Make the team: Join us and shape your future as well as ours!