



## VIP Executive

### The Company

MuchBetter is an eWallet app spearheading innovation in payment technology. We specialise in providing the perfect eWallet solution in more than 180 countries, for now more than 1,000,000 customers.

MuchBetter brings together a team of tenacious thought-leaders, re-imagining the business model of payment services and pushing the boundaries and capabilities of a payment app.

With offices in the UK, the Isle of Man, Spain, Lithuania and Costa Rica, our team is multicultural, and our workspace is a place for creativity, change, innovation and collaboration. We employ people who think outside the box, share ideas without restrictions, take pride in supporting the wider team, and are not afraid to ask questions.

### The Role

Our Marketing team is growing and as part of our continued development we are looking for a VIP Executive, reporting to our VIP Manager. As well as liaising with VIP's and customers, the VIP Executive will help deliver the VIP strategy and deliver on overall targets. The role is pivotal in creating, building and maintaining relationships with VIP customers to obtain maximum lifetime value.

The role operates as part of a forward-thinking, integrated marketing team working together on a shared vision of building brand and business value via distinctive and impactful marketing activities that achieve measurable results, with commercially-sound return-on-investment (ROI).

### Core Responsibilities:

- ✓ Analysing and reporting on VIP activity, while looking for insights and opportunities to enrich the customer value and relationship with MuchBetter through improved customer service and marketing touchpoints
- ✓ Creating an enhanced proactive service for VIP members to create and encourage loyalty and increase customer satisfaction levels
- ✓ Cultivating a strong relationship with VIP customers, developing their interaction with MuchBetter through regular communication by email, telephone and other means of communication
- ✓ Analysing and pro-actively anticipating VIP needs and identifying new opportunities with new sign-ups
- ✓ Assisting with the acquisition of new VIPs, whilst also contacting and reactivating churned VIPs
- ✓ Dealing with escalated issues/queries for VIPs, sourcing solutions to ensure effective resolution and proactively offer advice
- ✓ Providing accurate monthly reporting
- ✓ Keeping up to date with any significant industry changes that may affect the VIP accounts
- ✓ Manage an allocated personal budget to drive customer value via activities including promotions, rewards and events
- ✓ Work with the product team for ideas and concepts about new features to better service VIPs
- ✓ Ensuring new promotions and features are communicated to all VIP customers
- ✓ Being an expert in multiple gaming products and being able to talk the customers' language



## Role requirements:

- ✓ 2-3 years' experience as a VIP executive or customer support representative from within the online payments/gaming industry
- ✓ Excellent customer service, interpersonal and communication skills
- ✓ Proven ability to create strong, meaningful and long-lasting relationships
- ✓ Excellent planning, time management and organisational skills with the ability to prioritise
- ✓ Can work under pressure, with the ability to be reactive and flexible in a fast-paced environment
- ✓ Strong work ethic and willingness to learn; enthusiasm is a must
- ✓ A team player who can collaborate across functions
- ✓ The ability to work outside normal hours when required
- ✓ Fluency in one of the following languages required: German, Arabic

## Remuneration:

- ✓ A competitive salary
- ✓ Bupa health insurance for you and your family
- ✓ Bupa dental insurance for you and your family
- ✓ 25 Days annual leave + all bank holidays
- ✓ 1 extra day annual leave for your birthday
- ✓ Pension scheme
- ✓ Employee Assistance Programme
- ✓ Fantastic social events

**Location:** Isle of Man/remote

To apply for this role, please email your CV to [hr@mirlimited.com](mailto:hr@mirlimited.com)