



711 BV – Finnish-speaking Customer Service Agent

Finnish-speaking Customer Service Agent

711 is a **Belgian iGaming and technology company** headquartered in **Bruges**, offering **online casino and sports betting** services. The company builds on more than 30 years of experience in the Belgian gambling market.

From this strong foundation, the international brand **711 Sport & Casino** was developed. Following a successful launch in the Netherlands (2022) and further expansion (2024), 711 is now growing into an **international player** with ambitious plans across multiple **regulated markets**.

With a team of over 90 employees, 711 is in a strong **scale-up phase**, with a clear focus on **innovation, product development, and international expansion**.

We're looking for a friendly and proactive **bilingual Customer Service Agent (Finnish and English)** to join our team in **Malta**.

What you'll do

As a Customer Service Agent, you are the **first point of contact** for our players. With empathy, strong communication skills, and attention to detail, you ensure a smooth, safe, and enjoyable player experience.

In this role, you'll support online gaming customers via phone, chat, and email, assisting with account-related questions, payments, security checks, and general problem-solving.

You operate within a **strictly regulated environment** where trust, discretion, and responsibility are key. Behind every interaction is a real person and you handle each case with care and integrity.

You communicate clearly and professionally in **Finnish and English**, ensuring customers are supported effectively in day-to-day queries and standard complaints.

You will initially work in a structured three-shift system. As we continue to grow towards full **24/7 service coverage**, flexibility to work night shifts will be expected over time.

In a fast-growing environment like ours, flexibility is key. You're open to taking on a variety of tasks beyond your core responsibilities and are motivated to grow with the company as new opportunities arise.

Key responsibilities

- Provide customer support in **Finnish and English** via phone, chat, and email
- Resolve customer queries efficiently and professionally
- Assist with registration, verification, and account-related questions
- Approve withdrawals and process **KYC documents**
- Perform **security checks** and ensure a safe player environment
- Explain deposits, withdrawals, and promotions clearly and transparently
- Collaborate with teams such as Risk and Fraud and Responsible Gaming
- Ensure accurate administration in line with legal and internal guidelines
- Contribute to translation tasks (e.g. website content, emails, and promotional materials)
- Contribute to a positive team atmosphere
- Show flexibility in taking on additional tasks as the team and business evolve

Every day is different, and you'll quickly become an expert in our products while delivering a **smooth and reliable customer experience**.

How success is measured

- Customer satisfaction scores
- Quality of interactions (empathy, clarity, resolution, tone)
- Productivity (number of contacts handled)
- Product knowledge
- Team contribution
- Performance reviews with your manager
- Alignment with **711 values**

Profile

Must-haves

- Professional proficiency in **Finnish and English (C1–C2)**, both written and spoken
- Finnish as a first language (“äidinkieli”) is strongly preferred
- Ability to communicate clearly and professionally in Finnish in a customer service context
- Strong written communication skills with attention to detail
- Comfortable working in a **shift system (including night shifts)** as we evolve towards a 24/7 operation
- Flexible mindset with a willingness to take on a broader range of responsibilities over time
- Motivated to grow within the company and evolve with a scaling organization
- Strong sense of responsibility, accuracy, and discretion

Nice-to-haves

- Experience in customer service, support, or a similar role
- Experience with translation or localization work
- Interest in sports betting and/or online casino gaming
- Experience in a regulated environment
- Strong multitasking and organizational skills

What's in it for you?

You will join an entrepreneurial and fast-growing scale-up where, as a **Customer Service Agent**, you will have a direct impact on the player experience.

We value open communication, ownership, and a hands-on mentality. You'll join a **close-knit, international team** where collaboration comes naturally.

We're looking for people who enjoy taking initiative, embracing change, and growing with us as we continue to scale internationally.

- International iGaming environment with further expansion into new markets
- Dynamic scale-up culture with short decision-making lines and open communication
- Collaboration with a young, ambitious, and performance-driven team
- Informal, open, and collegial work atmosphere
- Focus on personal and professional development
- Growth opportunities within a fast-growing organization
- **Based in our office in St. Julian's (Malta)**

What we offer

- Comprehensive onboarding and training, including a minimum two-week training period at our headquarters in Bruges (Belgium), with flights and accommodation fully covered
- A hybrid working model (office + remote)
- 21 vacation days + 14 Maltese public holidays
- Clear work structure: 36-hour workweek in a 5-3 shift system
- Competitive salary (€25,000 – €30,000 gross/year), depending on experience
- Full reimbursement of office parking costs
- Lunch allowance of €7.50 on office working days
- Annual wellbeing allowance of up to €600 for fitness, sports, creative hobbies and other wellbeing initiatives (after successful completion of probation).

Shift schedule

Initially, the role operates in a three-shift system. As the team evolves towards full 24/7 coverage, additional night shifts may be introduced.

- Midday: 11:00 – 19:30 (*office-based, except on weekends and public holidays*)
- Afternoon: 13:30 – 22:00 (*office-based, except on weekends and public holidays*)

- Late: 17:30 – 02:00 (*remote*)

Recruitment process

Our recruitment process is simple and efficient:

- CV screening
- Introductory HR call
- Short Finnish language assessment
- Interview with the Hiring Manager
- Brief introductory call with our Malta CEO
- Offer

We aim to provide feedback quickly after each step.

Interested?

Do you recognize yourself in this profile and want to contribute to the continued growth of 711?

We would love to get to know you.

<https://www.711.be/>