



## Korean - Customer Service Email Support Exclusive job

**Video Game Lovers Welcome!**

### Job Information

#### Hiring Company

[PTW Japan Co., Ltd.](#)

#### Job ID

1469808

#### Industry

Gaming

#### Company Type

Small/Medium Company (300 employees or less) - International Company

#### Non-Japanese Ratio

About half Japanese

#### Job Type

Permanent Full-time

#### Location

Tokyo - 23 Wards, Shinjuku-ku

#### Train Description

Marunouchi Line, Yotsuya Sanchome Station

#### Salary

3 million yen ~ Negotiable, based on experience

#### Salary Bonuses

Bonuses included in indicated salary.

#### Refreshed

March 11th, 2025 11:00

### General Requirements

#### Career Level

Entry Level

#### Minimum English Level

Business Level

#### Minimum Japanese Level

Basic

#### Other Language

Korean - Fluent

Korean Fluent or Native

#### Minimum Education Level

Bachelor's Degree

#### Visa Status

No permission to work in Japan required

### Job Description

- Support the customer service operations including but not limited to evaluating, monitoring, analyzing of results, and

implementing any changes.

- Perform language translation and proofreading emails where necessary.
  - Respond and support players issues via chat and email, including but not limited to password resets and more.
  - Business hours 10:00-19:00
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## Required Skills

- 0-3 years of customer service (nice to have) and video game, travel support, help desk, technical support experience within an email contact center environment.
- Effective in Native written communication skills in Korean.
- Able to deliver excellent customer service via email and chat.
- Able to understand games from a gamer's perspective and give in-depth gaming (PC/console/mobile) troubleshooting and support.
- Able to solve and analyze information accurately with appropriate speed and within guidelines.
- English language skills are nice to have but are not needed.
- Team player mentality.

## Benefits

- Collaborating with people creating innovative interactive entertainment.
  - Dynamic and entrepreneurial culture.
  - Video games focused environment.
  - Contract Employee\*Permanent employee promotion is available.
  - Trial period: 3 months / No change in conditions.
  - Up to 50,000 yen reimbursement or train pass.
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