



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

December 31st, 2024 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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