

PTW | entcalize

Korean - Customer Service Email Support 

Video Game Lovers Welcome!

募集職種

採用企業名

PTWジャパン株式会社

求人ID

1469808

業種

ゲーム

会社の種類

中小企業 (従業員300名以下) - 外資系企業

外国人の割合

外国人 半数

雇用形態

正社員

勤務地

東京都 23区, 新宿区

最寄駅

丸の内線、 四谷三丁目駅

給与

300万円 ~ 経験考慮の上、応相談

ボーナス

給与：ボーナス込み

更新日

2025年03月11日 11:00

応募必要条件

キャリアレベル

新卒・未経験者レベル

英語レベル

ビジネス会話レベル

日本語レベル

基礎会話レベル

その他言語

韓国語 - 流暢

Korean Fluent or Native

最終学歴

大学卒：学士号

現在のビザ

日本での就労許可は必要ありません

募集要項

- 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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スキル・資格

- 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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会社説明