

## **Customer Service Advisor (Japanese Market)**

We are looking for a passionate Customer Service Agent with a high level of Spanish, English and Japanese.

At Leadtech, we work hard... and play harder! Our mission is to empower clients and employees to achieve its goals in the online business world.

Since 2007, we have been fostering innovative and creative techniques across a multitude of industries, making us pioneers in online project management.

Leadtech is dedicated to constant improvement, as well as inspiring new ideas and methods daily, for both the world in which we live and the future to come.

If you have a creative and innovative mind, Leadtech is looking for you!

### **Main Tasks:**

- Handling incoming emails
- Solving both routine problems and complex customer inquiries
- Complaint handling
- Use defined procedures for responding to our customers
- Report errors and improvements discovered in the website

### **Requirements:**

- Excellent customer service aptitude (1+ year of experience)
- Basic computer knowledge
- Client Orientation and Detail Orientation
- Good Communication Skills
- Fluent in Japanese, English and Spanish (written and spoken)
- Availability to work on weekends

## **What we offer**

Leadtech offers an exceptional working environment in a dynamic and international team. We invest in people's development offering the opportunity for continuous training and career growth.

### **Some of our benefits:**

- Competitive salary
- 25 days of holidays + your birthday off
- Flexible vacation time (no blackout vacation days)
- Flexitime (7:30 - 09.30h / 16 - 18.30h)
- Free Friday afternoons (08.00h - 15.00h)
- Free afternoons in August
- Flexibility to work occasional days from home
- Team-building activities
- Monthly afterwork
- Free coffee and snacks
- Free fresh fruit
- Tickets restaurant
- Nursery tickets
- English courses
- Permanent training
- Innovative approach to all internal processes and businesses
- Work with the latest technologies with extensive career progression opportunities.

## **Location**

You will join our headquarters in Badalona, being part of a cross-cultural company and work with experts of over 10 nationalities. We are located just 15 minutes away by car (25 minutes by metro) from the thriving city center of Barcelona. Join our team of young professionals and experience the excitement of developing online international projects on your daily basis.

*The personal data you provide will be processed in order to manage your candidacy for the corporate selection processes that fit your profile. If you wish, you can exercise your rights of access, rectification or cancellation by writing to our address (Avenida del Maresme, 44-46 08918 Badalona) or to the email address [protecciondedatos@LeadTech.com](mailto:protecciondedatos@LeadTech.com), attaching to your request a document that can validate your identity.*