

Japanese-speaking Customer Service Agent - Night Shift

We are experts in the field of customer support, tailored for the **iGaming** industry. We are searching for a **Japanese-speaking Customer Service Agent** to be part of our team in any city in Spain! You will be providing customer support to our clients in the iGaming industry.



Job responsibilities:

- Communicate with our customers via e-mail and live chat
- Provide customer support on gaming, financial, technical, or any applicable issues related to the Customer Support Services
- Guide customers through the site and/or mobile phone assisting them in using the various services and products offered
- Work collaboratively with other team members, contribute to our high performance & quality work culture and good working atmosphere
- Actively report internally to team leads and various business partners with information about the status of the various markets and customers cases

Required qualifications:

- Previous experience in the Customer Support industry is an advantage
- IGaming knowledge is not mandatory - our in-house learning program is the best entry point into the industry
- Native in Japanese – both verbal and written, is mandatory
- Excellent written and verbal communication skills
- Great team player an ability to work with autonomy and good initiative
- Can work well under pressure and navigate online in multiple platforms
- Eager to learn and keep up with new updates information in a fast-paced industry
- Adaptability to work rotation shifts and some weekends. Night Shift Operating Hours are 00:30-08:30.

Job Benefits

- Remote work and allowance
- E-Learning professional development program
- Sports Memberships
- Competitive fixed salary + commissions + bonuses
- Assistance to obtain NIE and SS number for relocating to Spain

Further information can be found on our website: <https://careers.rubiko.tech/>

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