



Customer Service Agent

We are looking for a customer-oriented service agent with a high level of Spanish, English and native in Chinese. A customer service agent, or CSA, provides product/services information and resolves any emerging problems that our customer accounts might face with accuracy and efficiency. The best CSAs are genuinely excited to help customers. They're patient, empathetic, and passionately communicative. The target is to ensure excellent service standards, respond efficiently to customer inquiries and maintain high customer satisfaction.

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!

Responsibilities:

- Manage large amounts of incoming emails. Identify and assess customers' needs to achieve satisfaction.
- Provide accurate, valid and complete information by using the right methods/tools.
- Handle customer complaints, provide appropriate solutions and alternatives within the time limits.
- Follow communication procedures, guidelines and policies for responding to our customers.
- Report errors and improvements discovered in the website.



Requirements:

- Proven customer support experience or experience as a client service representative.
- Familiarity with CRM systems and practices.
- Client Orientation and Detail Orientation.
- Good Communication Skills.
- Native level in Japanese.
- Advanced level in 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 the perks of working with us:

- Competitive salary
- Temporary contract
- 25 days of holiday + your birthday off
- Flexible vacation time (no blackout days)
- Flextime (7 - 09.30h / 15:30 - 18.30h)
- Free Friday afternoons (a 7-hour workday!)
- 35-hour week for the full month of August (free afternoons!)
- Flexibility to work from home
- Other benefits paid from the gross salary (ticket restaurant, transport tickets, nursery tickets)
- Free coffee and snacks
- Free fresh fruit
- Permanent internal training
- An innovative approach to all internal processes and businesses
- Work with the latest technologies + career progress opportunities

Want to apply? Click [here](#)



Equal Employment Opportunity Employer:

Leadtech is an Equal Employment Opportunity (EEO) Employer, which means we encourage applications from people with different backgrounds, interests, and personal circumstances. Our team welcomes applicants regardless of their race, gender, age, religion, nationality, sexual orientation, and/or disabilities. All we need is your high energy, skills, and willingness to be part of a great project!

Hiring process

- First step: 15-minute phone interview to get to know you
- Second step: Online interview with the HR and the Team Lead to talk about the position and how we approach work. It includes a brief skill assessment test
- Third step: HR's timely response regarding the status of your application

Sounds good? Apply now!

We're looking forward to meeting you.

Location

You'll have the flexibility to choose whether you'd like to come to the office every day, from time to time, or work fully remote. We want you to find the best combination for you.

If you prefer to be surrounded with amazing people, our headquarters are located in Badalona 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.