



## Customer Service Agent

We are looking for a passionate Customer Service Agent with a high level of Spanish and native in Chinese.

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.

Your role will involve responding to a variety of queries via email. This role will also involve providing high quality information and handle different client request.

Responsibilities include:

- 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
- Native level in Chinese
- Advanced level in English and Spanish (written and spoken)
- Availability to work on weekends

If you are interested in the position, please send your CV to: [imesa@leadtech.com](mailto:imesa@leadtech.com)

The personal data you provide will be included in a file owned by Leadtech Innovation, S.L. (Avenida del Maresme, 44-46 08918 Badalona) and 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 the above address or to the email address [protecciondedatos@LeadTech.com](mailto:protecciondedatos@LeadTech.com), attaching to your request a document that can validate your identity. The personal data you provide will be included in a file owned by Leadtech Innovation, S.L. (Avenida del Maresme, 44-46 08918 Badalona) and 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 the above address or to the email address [protecciondedatos@LeadTech.com](mailto:protecciondedatos@LeadTech.com), attaching to your request a document that can validate your identity.