

## Remote Customer Experience Specialist (Spanish)

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Company: Pearl Abyss Europe

Location: Spain

Category: computer-and-mathematical

Pearl Abyss the company behind the highly acclaimed MMORPG Black Desert Online (BDO) — is seeking a high-performing, innovative, results-oriented and customer-obsessed, **Spanish-speaking Remote Customer Experience Specialist** to help accelerate our gaming reach to millions of customers across all screens (PC, Mobile, Console, etc.) in Europe, and specifically **Spain** .

As a **Remote Customer Experience Specialist** you will be responsible for identifying and handling customer issues, collecting player feedback, and ensuring a high quality of service for our live service.

Our Customer Experience Specialists proactively interact with players, acting as our frontline customer-focused representatives – working closely with game masters and community managers.

You will work with Pearl Abyss on a freelance basis and join a dedicated team working across multiple communities, platforms and games such as Black Desert and upcoming releases such as Crimson Desert, DokeV and PLAN 8. This position offers an unparalleled opportunity to ensure all Pearl Abyss current and future titles will achieve European goals.

Ensure excellent customer service through timely and accurate handling of support inquiries through our Support Center

Review customer support ticket answers, further investigate reported issues, and take actions when necessary

Handle day-to-day tasks for the game's live service through the internal operation tools.

Monitor and regularly report on the live-service issues and the players' feedback

Coordinate with other Customer Experience Specialists, Game Masters, and Community Managers to solicit feedback and suggestions for game improvement from the community

Stay up-to-date on the latest game updates to be able to support the player base properly.

Perform investigation and documentation on the game exploits, bugs, and other serious technical issues in the game.

## **Requirements**

Native/bilingual level of Spanish

A high level of English proficiency is essential.

Prior experience/interactions with the gaming communities

Extensive knowledge and gameplay experience of MMORPG

Technical knowledge of online game live service

Strong customer service ethic and great interpersonal communication skills

Creativity, curiosity, and a willingness to learn and grow

Professional and mature demeanor along with strong time-management and organization skills for coordinating multiple initiatives and priorities

International travel may be required for this position

Willingness to work on a freelance agreement basis

## **Preferred Qualifications**

Avid Black Desert Online player

Proficiency in Korean

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