

Job Description

Korean Customer Advisor

Scope of Work

- Liaising between guests and partners to resolve light complexity issues via inbound, outbound, email, chat, and messaging on various topics such as: modifications, cancellations, complaint.
- Providing accurate, valid, and complete information by using the right tools, methods, and processes.
- Immediately updating serious cases/inconstant situations.
- Ensuring a high level of customer service and a positive guest experience.
- Proactively updating information/knowledge about customer service.

Income

Total Salary up to: 24.000.000 VND/month, including:

- **Base Salary:** 23.500.000 VND
- **Meal Allowance:** 500.000 VND
- **KPI Incentive:** 900.000 – 1.200.000
- **100% salary** in 2-month probation time.

Requirements

- **Proficiency in Korean** (Listening, Speaking, Reading, Writing). **The Topik 5 or 6** or higher is required
- Sales-oriented with a customer-first mindset, experienced in service support and CRM tools
- Strong technical troubleshooting, remote issue resolution, and familiarity with SAS/CRM.

Work Location

- **QTSC Building** - No. 14 Street, Tan Chanh Hiep Ward, District 12, Ho Chi Minh City.

Benefits

- **Join the insurance regimes** according to the provisions of the Labor Law.
- **Accident insurance 24/7.**
- 14 days of leave/year.
- **Annual Health Checkup.**
- Participate in training courses on skills and profession.
- **Experiencing a clear promotion path.**
- Working in a dynamic, professional environment with many opportunities for advancement.

Working Schedule

- **Fixed shift: Monday to Friday**
 - 07:00 AM - 04:00 PM

