

# Costa Rica Jobs Expertini®

## Gaming Customer Support -Tickets - LAC- English

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Company: ModSquad

Location: Costa Rica

Category: other-general

**ModSquad** has partnered with multiple top tier brands/clients across the globe and we need the best of the best in **Ticket Customer Support** ! Do you have a **Ticket Customer Support** background? Do you enjoy work-from-home and flexible schedules? ModSquad is seeking Mod Contractors to join our network! If you want the chance to work gigs on the coolest of client projects... **then ModSquad is the place for you!** Our clients are strictly Top Tier whose product offerings and services are hip, contemporary and very current. You will instantly know who they are and very likely use them yourselves. Their customers expect the best service and support and that's where we come in. Our Mods bring super skills, a positive attitude and great vibe to project work everyday. Mods assist and guide customers to the right answers, solve concerns and are the GPS for customers to understand and optimize the best use of a client's product or services. Project gigs available now and more are on the horizon. **ModSquad** has partnered with a highly successful, globally-popular gaming company, known for their immediately-recognizable series titles. Millions of players from around the world play on various consoles and computers, and ModSquad is seeking experienced **Ticket Customer Support Representatives** to help support this amazing client. We are looking for Mods who enjoy and understand gaming, and who will be as passionate about this large and successful project as those who are already involved with it. **Project Hours (All Times Pacific)** Monday through Sunday, 3 am - 6 pm **PST**  
**Rate** To be discussed in the interview phase **Commitment** 25 hours a week with at least 8 on weekends 90 days **Language:** English **Orientation Begins:** TBD

**What We Are Looking For:**

A person with a great personality and team player attitude

Comes to work ready to go and fully committed to surpassing expectations

Has a knack for solving problems quickly and efficiently

Fast learner, quick to adapt to change, understands how to navigate complexities, and is unafraid to speak up and share valuable insights

Customer-friendly demeanor with a flexible attitude

Reliable, trustworthy, and dependable

Experience with high volume customer service

Experience and fluency in English writing

Advanced typing skills - minimum 40 wpm

Experience with web-based research

Experience working with company escalation policy

Full access to a work computer that meets minimum requirements

Access to a high-speed and stable internet connection

A quiet work environment free from distractions

### **What's In It For You:**

The potential to work with some of the coolest clients around the world like the NFL, Vimeo, and Topps!

Flexible self-scheduling

Access to 'Hot Gigs' postings exclusive to the Mod Network

Work from home

Competitive hourly rate - Discussed during your first interview

Paid orientation

### Workspace Requirements:

Dedicated laptop or desktop computer with Windows 10 or above (Please note: A Chromebook is not sufficient for ModSquad projects.)

Willingness to install MSQ security software and 2FA app on phone

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