CareerCross

ZenGroup

Arabic Language Customer Support

❈**International Workplace!**

Job Information

Hiring Company
ZenGroup Inc.

Job ID
1465747

Industry
Internet, Web Services

Company Type
Large Company (more than 300 employees)

Non-Japanese Ratio
Majority Non-Japanese

Job Type
Permanent Full-time

Location
Osaka Prefecture, Osaka-shi Chuo-ku

Train Description
Sakaisuji Line Station

Salary
3.5 million yen ~ 4 million yen

Salary Bonuses
Bonuses included in indicated salary.

Refreshed
May 10th, 2024 08:00

General Requirements

Minimum Experience Level
Over 1 year

Career Level
Mid Career

Minimum English Level
Business Level

Minimum Japanese Level
Business Level

Other Language
Arabic - Native

Minimum Education Level
Bachelor's Degree

Visa Status
Permission to work in Japan required

Job Description

＜**About Us**＞

<About Us>

♦ **Who We Are**
We are ZenGroup, a global e-commerce company based in Osaka serving customers all around the world. We are a diverse team representing 32 nationalities, 6 continents, and providing our services to the world in 19 languages.

♦ **What We Do**
・We connect Japan to the rest of the world by providing a marketplace for foreigners to enjoy Japanese products in 19 languages through our ZenMarket proxy buying platform.
・Via our ZenPop service we offer a subscription box service delivering highly curated boxes of snacks, stationery supplies and other goods all over the world.
・For Japanese brands looking to break into the world of ecommerce we offer our ZenPlus EC-Mall where the best of "made in Japan" can market their goods to a global audience.
・Japanese companies seeking solutions to improve their advertising strategies towards foreign markets can utilize ZenPromo, our ad consulting service.

♦ **Why We Are Hiring**
At the beginning of this year, we had a 23% increase in sales in the Arabic market, and we are expecting to have more growth. Due to the elevated activity, we also plan on seeing more customer traffic on our website, and inquiries about our services. To better care for our Arabic-speaking customers, we are looking for an outgoing Arabic native speaker to join our customer support team, which is staffed entirely by bi- and trilingual members. You will use your native language, Japanese, and English skills, to link Japan with the Arabic-speaking world.

♦ **Position Title**
・Arabic Language Customer Support

♦ **Duties**
・Responding to customer inquiries
・Coordinating with various teams to answer customer questions and solve customer problems
・Supervising part-time operators
・Other related tasks（Translation, etc.）

♦ **Employment Type**
・Permanent employee (Full Time)

♦ **Working Hours**
・Flex time - Core time from 10:00 - 16:00 with up to 2 hours lunch 【8 Working hours per day】
*fixed working time required for the first few months due to OJT →Two days off per week（Saturday & Sunday）
Year end and new years holidays (4 days) 26 paid days off per year (Increases year over year)

♦ **Salary**
・270,000+ per month （Based on previous experience and ability）
・Bonus twice a year (June and December)

♦ **Benefits**
・Raise once per year
・Transportation Allowance (Up to ￥30,000 per month)
・Overtime Pay (Paid by the minute)
・Unemployment Insurance, National Health Insurance, Worker's Accident Insurance, Japanese National Pension
・Casual dress code（No suit required）

Required Skills

＜Who We Are Looking For＞
♦ **Personality**
・Someone with good communications skills, with experience working in an office and brings a positive attitude to their work
・Someone excited to grow with us and ambitiously as we continue to expand
・Someone able to cooperate with people of many different ages, nationalities and backgrounds in a professional setting.

♦ **Must Have Skills**
・Business Level Japanese（JLPT N2 or higher）
・Business Level English
・Native Level Arabic

♦ **Preferred Skills**
・Experience working in small to medium sized companies
・Experience working in e-commerce companies or working as customer support
・Basic knowledge of HTML
・Other language skills

Company Description