



Malay Language Customer Support

✳️International Workplace!

Job Information

Hiring Company

[ZenGroup Inc.](#)

Job ID

1529031

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 ~ Negotiable, based on experience

Salary Bonuses

Bonuses included in indicated salary.

Refreshed

May 7th, 2025 13:00

General Requirements

Minimum Experience Level

Over 1 year

Career Level

Mid Career

Minimum English Level

Business Level

Minimum Japanese Level

Business Level

Other Language

Malay - Native

Minimum Education Level

Bachelor's Degree

Visa Status

Permission to work in Japan required

Job Description

<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 over 30 nationalities, 6 continents, and providing our services to the world in 19 languages.

◆ Company Overview

ZenGroup Inc. is composed of five divisions:

- **ZenMarket** – A proxy buying service for Japanese products unavailable overseas
- **ZenPlus** – A cross-border e-commerce mall selling Japanese goods internationally
- **ZenPop** – A subscription service delivering Japanese stationery items worldwide
- **ZenPromo** – A one-stop solution for Japanese companies seeking to expand abroad, offering services from marketing to shipping
- **ZenStudio** – Our new creative agency specializing in web design, photo and video production, social media, and graphic design

Through all our services, we aim to showcase the best of Japan globally and capture 20% of the world's cross-border e-commerce sales!

◆ Why We Are Hiring

- The ZenMarket proxy-purchasing service enables customers in Malaysia to shop from popular Japanese e-commerce platforms that typically do not provide their services overseas.
- To enhance the customer experience and offer a seamless shopping experience, we provide support in Bahasa Malaysia.
- However, Malaysia is a very diverse country. English inquiries from customers are also very common, and we need a trilingual team member able to handle both Malay and English inquiries.
- You will be a part of an international team of over 20 customer support specialists, using your language skills to help our customers around the world and learn about the e-commerce industry.

<About the Position>

◆ Position Title

- Malay · English Customer Support

◆ Duties Include

- Responding to customer inquiries in Malay and English
- Coordinating with different teams and departments (when necessary) to answer customer questions and solve customer problems
- Supervising part-time operators
- Other related tasks (e.g., translation, etc.)

◆ Example Day at Work

9:00 – 10:00 Morning routine: Get coffee, greet other employees in the office, check personal tasks or internal company messages from the day before.

10:00 – 12:00 Catch up: Handle outstanding inquiries that came in overnight from customers.

12:00 – 13:00 Lunch Break: Enjoy eating outside the office or bring lunch to eat in ZenGroup's cafeteria space.

13:00 – 14:00 Task Collaboration: Contact logistics center or export team regarding inquiries about outstanding shipments. Help other departments with minor tasks like translations for web banners when needed.

14:00 – 17:00 Focus block: Continue handling questions and concerns from customers or answer inquiries in other languages (e.g., Japanese).

17:00 – 18:00 Wrap up: Clean up your workspace, check for any remaining urgent tasks, and answer any questions before going home for the day.

◆ Employment Type

- Permanent employee (Full Time)
 - Probationary period of 3 months

- On-site work (Remote Work not available)

◆ Working Hours

- 9:15 ~ 18:15
 - Flextime allowed after training is completed
- Shift Schedule
- Two days off per week
- Year-end and New Year's holidays
- 26 paid days off per year (Increases year over year)

◆ Salary

- ¥250,000~ 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)
- Complete social insurance (workers' compensation, employment, health, welfare pension)
- Business casual dress code (No suit required)
- Qualification acquisition support system
- Training system (job-specific, level-specific training)
- In-house club activities (karaoke, day camps, etc.)
- Monthly company events
- Free tea and coffee
- Maternity and paternity leave
- Relocation Allowance: ¥100,000 available for applicants relocating to Osaka from outside the Kansai region

Required Skills

<Who We Are Looking For>

◆ Personality

- **Independent Mindset** – A self-starter with strong communication skills, prior office experience, and a positive attitude towards their work.
- **Team Oriented** – Someone who values teamwork and recognizes the importance of collaboration in achieving shared goals.
- **Computer Savvy** – Someone comfortable using computers for work-related tasks and eager to learn new skills and software to improve efficiency.
- **Global Perspective** – Someone who enjoys working in a professional setting with individuals of diverse ages and nationalities.

◆ Must-Have Skills

- Native Bahasa Malaysia
- Business Level English (TOEIC 800 or above) *Test not required

- Business Level Japanese (JLPT N2 or higher) *Test not required

◆ Preferred Skills

- Translation Experience
- Experience working in small to medium-sized companies
- Experience working in e-commerce companies or customer support
- Basic knowledge of HTML
- Other language skills

◆ Hiring Process

① **Resume Screening** (1-3 days)

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② **First interview** – HR team (60 mins) + 7-question Logic test (30 mins), Customer support test (45 mins)

- Logic test excluded for online interviews

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③ **Second interview** – Customer support team (60 mins) + Translation test (30 mins)

- If the first interview was conducted online, the logic test will be included in this stage

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④ **Third interview** – HR team (60-90 mins) + Company culture test (2 days)

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Hiring Decision

Company Description